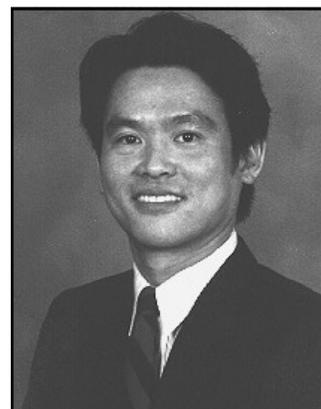


# Letter from the President

## Welcome to



## in Clovis!

If your goal is to receive quality education and hands-on training in your chosen career, then Milan Institute is here to assist you. Our primary objective is to provide the education, training and job placement assistance that you will need to succeed in your new field.

Our faculty members offer academic credentials with years of training and/or work experience in their areas of specialization. Our administrative staff is committed to providing the individual attention every student needs. Most importantly, our team has the enthusiasm to motivate our students to increase their knowledge, skill level and employability.

We invite you to make an appointment to visit our campus and talk to one of our Admissions Representatives. We are confident that Milan Institute offers the training you need to reach your career goals.

Our reputation is based on your success.

Gary Yasuda  
President  
Amarillo College of Hairdressing, Inc.  
d/b/a Milan Institute

**Milan Institute**  
**Branch COE Campus**  
**731A West Shaw Ave.**  
**Clovis, CA 93612**  
**(559) 323-2800**

*Milan Institute*  
*Main COE Campus*  
*6804 Ingram Road*  
*San Antonio, TX 78238*  
*(210) 647-5100*

*Milan Institute*  
*Branch COE Campus*  
*2822 "F" Street*  
*Bakersfield, CA 93301*  
*(661) 335-5900*

*Milan Institute*  
*Branch COE Campus*  
*1021 W. Hemingway*  
*Nampa, ID 83651*  
*(208) 461-0616*

*Milan Institute*  
*Branch COE Campus*  
*710 South Tonopah Drive*  
*Las Vegas, NV 89106*  
*(702) 671-4242*

[www.milaninstitute.edu](http://www.milaninstitute.edu)

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As a prospective student, you are encouraged to review this catalog prior to signing an enrollment agreement. You are also encouraged to review the School Performance Fact Sheet, which must be provided to you prior to signing an enrollment agreement.

Any questions a student may have regarding this catalog that have not been satisfactorily answered by the institution may be directed to the Bureau for Private Postsecondary Education at 2535 Capitol Oaks Drive, Suite 400, Sacramento, CA 95833, [www.bppe.ca.gov](http://www.bppe.ca.gov) toll-free telephone number (888) 370-7589 or by fax (916) 263-1897

**Please note, not all programs are offered at each location, or may not be offered at this time.  
Please check with the Admissions Department for more information on class availability.**

The information in this catalog is true and correct to the best of my knowledge.



Gary Yasuda, President  
Amarillo College of Hairdressing, Inc.  
d/b/a Milan Institute

**Effective August 2012 - July 2013**

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## PHILOSOPHY

Milan Institute recognizes that people attend college for a variety of reasons—from increasing their knowledge to enhancing their skills and employability. Our mission is to meet the needs of students and employers by offering quality short term educational programs in career fields with solid growth potential.

## OBJECTIVES

The principal objective of Milan Institute is to promote a high level of distinction in its faculty, students and educational programs. Only through quality training will the school produce graduates of all courses who will not only be successful, but will also be of service to their community. The course of study and activities are designed to provide a solid foundation from which our graduates may take advantage of the many opportunities available in the worlds of cosmetology, business and health. We understand our obligation to our students, alumni, and community, and constantly seek more effective ways to meet these commitments.

## HISTORY

**May 1968:** Jess Prince purchased Amarillo College of Hairdressing.

**May 1988:** Amarillo College of Hairdressing moved to its current location at 2400 East 27th Avenue, Amarillo, TX 79103. Mr. Prince was president of the Texas Association of Cosmetology Schools. He was a salon owner for 27 years and a school owner for 32 years.

**1993:** Robert and Mary Fikes opened Fikes Beauty Academy located at 8004 Crosscreek, San Antonio, TX 78218.

**1996:** Bich-Ha, Luan Nguyen, Ann Vasquez, and Rosie Vasquez-Moncada opened Texas Beauty College on Loop 410 in San Antonio, TX.

**November 1999:** Michael and Linda Gore purchased Everett Beauty Academy.

**January 2002:** Gary Yasuda and James M. Yasuda purchased Amarillo College of Hairdressing, Inc. from Mr. Prince. The Yasudas own and operate private postsecondary schools in Texas, Idaho, Washington, Nevada, and California. The Yasudas changed the school name from Amarillo College of Hairdressing to Amarillo College of Beauty.

**November 2003:** Amarillo College of Hairdressing, Inc. purchased Fikes Beauty Academy as a main campus.

**November 2003:** Amarillo College of Hairdressing, Inc. changed the school name from Fikes Beauty Academy to Texas Beauty College.

**January 2004:** Amarillo College of Hairdressing, Inc. purchased Texas Beauty College on Loop 410 in San Antonio, TX as a main campus.

**January 2005:** Amarillo College of Hairdressing, Inc. purchased Everett Beauty Academy as a main campus.

**March 2005:** Amarillo College of Hairdressing, Inc. changed the school name from Texas Beauty College located on Loop 410 in San Antonio, TX to Milan Institute of Cosmetology.

**March 2005:** Amarillo College of Hairdressing, Inc. changed the school name from Everett Beauty Academy to Milan Institute of Cosmetology

**March 2005:** Texas Beauty College moved from 8004 Crosscreek to its current location at 5403 A Walzem Rd., San Antonio, TX 78218.

**March 2005:** Amarillo College of Hairdressing, Inc. changed the school names from Amarillo College of Beauty and Texas Beauty College located on 5403 Walzem Rd., San Antonio, TX 78218 to Milan

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Institute of Cosmetology.

**December 2005:** Amarillo College of Hairdressing, Inc. d/b/a Milan Institute opened a branch campus at 731 A West Shaw Avenue, Clovis, CA 93612.

**October 2006:** Amarillo College of Hairdressing, Inc. d/b/a Milan Institute of Cosmetology opened a branch campus at 605 SW Military Drive, San Antonio, TX 78221.

**August 2007:** Amarillo College of Hairdressing, Inc. d/b/a Milan Intitute of Cosmetology opened a branch campus at 934 Missouri Street, Fairfield, CA 94533.

**January 2008:** Amarillo College of Hairdressing, Inc. d/b/a Milan Intitute of Cosmetology opened a branch campus at 3238 South Fairway, Visalia, CA 93277.

**April 2008:** Amarillo College of Hairdressing, Inc. d/b/a Milan Institute of Cosmetology opened a branch campus at 1050 Matley Lane, Reno, NV 89502.

**September 2008:** Amarillo College of Hairdressing, Inc. d/b/a Milan Institute opened a branch campus at 2150 John Glenn Drive, Concord, CA 94520

**January 2009:** James M. Yasuda, O.D., retired from ACH, Inc.

**May 2009:** Amarillo College of Hairdressing, Inc. d/b/a Milan Institute opened a branch campus at 2822 "F" Street, Bakersfield, CA 93301.

**August 2010:** Amarillo College of Hairdressing, Inc. d/b/a Milan Institute of Cosmetology opened a branch campus at 1580 George Dieter #207, El Paso, TX 79936.

**August 2010:** Amarillo College of Hairdressing, Inc. d/b/a Milan Institute opened a branch campus at 1021 W. Hemingway, Nampa, ID 83651.

**January 2012:** Golden State Business College, Inc. and Academy of Court Reporting, Inc. merged with Amarillo College of Hairdressing, Inc. d/b/a Milan Institute and Milan Institute of Cosmetology.

#### **GOVERNING BODY**

Amarillo College of Hairdressing, Inc., a Texas Corporation. ACH is a Texas corporation doing business as Milan Institute and Milan Institute of Cosmetology. ACH owns and operates schools in Bakersfield and Clovis, California; San Antonio, TX; Las Vegas, Nevada; and Nampa, Idaho.

#### **APPROVALS AND ACCREDITATION**

Amarillo College of Hairdressing, Inc., d/b/a Milan Institute, is licensed by the:

**Board of Barbering and Cosmetology (BBC)**

P.O. Box 944226

Sacramento, CA 94244

(916) 445-0713

Amarillo College of Hairdressing, Inc., d/b/a Milan Institute, is accredited by the:

**Council on Occupational Education (COE)**

7840 Roswell Road, Building 300, Suite 325

Atlanta, GA 30350

(770) 396-3898

#### **STATE OF CALIFORNIA**

Amarillo College of Hairdressing, Inc., d/b/a Milan Institute and Milan Institute of Cosmetology is a private institution with approval to operate in the State of California based on provisions of the

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California Private Postsecondary Education Act (CPPEA) of 2009, which is effective January 1, 2010. Milan Institute in Clovis, CA and Milan Institute in Bakersfield, CA under Section 94802(a) of CPPEA, under Section 94890(a)(1) of CPPEA, will by operation of law, be approved to operate by means of accreditation until December 31, 2015. The act is administered by the Bureau for Private Postsecondary Education, under the Department of Consumer Affairs.

**Bureau for Private Postsecondary Education**

P.O. Box 980818  
West Sacramento, CA 95798  
(916) 574-7774

**RECOGNITION**

**U.S. Department of Education**

Milan Institute is authorized to participate in Title IV programs for student financial aid assistance per the Higher Education Act of 1965, as amended by the U.S. Department of Education.

**SPECIALIZED APPROVALS**

Milan Institute in Clovis, California is approved for the training of Veterans and eligible persons under provisions of Title 38, United States Code. The admissions office has a list of veteran approved programs.

**MEMBERSHIPS**

Milan Institute or its faculty hold memberships in the following organizations: California Association of Private Postsecondary Schools, California Association of Student Financial Aid Administrators, American Massage Therapy Association (School Member) and is a Nationally Accredited Member of the Better Business Bureau.

**BANKRUPTCY STATEMENT**

The Milan Institute has never filed a bankruptcy petition, operated as a debtor in possession or had a petition of bankruptcy filed against it under Federal law.

**NOTICE CONCERNING TRANSFERABILITY OF CREDITS AND CREDENTIALS EARNED AT OUR INSTITUTION**

The transferability of credits you earn at Milan Institute is at the complete discretion of an institution to which you may seek to transfer. Acceptance of the certificate you earn at Milan Institute is also at the complete discretion of the institution to which you may seek to transfer. If the credits or certificate that you earn at this institution is not accepted at the institution to which you seek to transfer, you may be required to repeat some or all of your coursework at that institution. For this reason you should make certain that your attendance at this institution will meet your education goals. This may include contacting an institution to which you may seek to transfer after attending Milan Institute to determine if your certificate will transfer.

Milan Institute has not entered into any articulation agreements or relationships with educational entities.

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**SCHOOL FACILITY**

The Milan Institute located at 731A West Shaw Avenue, Clovis, CA 93612 consists of 22,349 sq. ft. with facility occupancy level accommodating 540 people. Milan Institute facilities include separate classrooms, clinic floors with beginning and advanced sections, dispensary, locker area, break room, and administrative offices.

**STUDENT HOUSING**

Student housing is not available on campus. There are multiple housing units available in the community, and students will need to make their own housing and boarding arrangements.

**CHANGES BY THE SCHOOL**

To maintain an innovative approach to continuing education, Milan Institute reviews its policies and curriculum periodically and makes necessary revisions.

Milan Institute reserves the right to change the programs offered, start dates, tuition rates, fees, admission policies, attendance requirements, and other rules concerning the school. These changes will follow the regulations of government agencies which monitor the school.

Changes made after publication of this catalog will be added as addenda to the back of this catalog. The school expects its students to have knowledge of the information presented in this catalog and in other school publications, notices and updates.

**ADMISSIONS POLICY**

Admission into the school's Administrative Medical Assistant and Medical Assisting programs requires the prospective student have a High School Diploma or a General Education Diploma (GED), or be at least 18 years of age and pass an approved USDOE ability to benefit test.

Admission into the school's Massage Therapy program requires that the prospective student be at least 18 years of age, and have a High School diploma, or General Education Diploma (GED), or pass an approved USDOE ability to benefit test. Due to the nature of the massage therapy field any student that has been convicted of a crime that is of sexual nature will be denied admission into the program.

Admission into the school's Cosmetology, Esthetician and Manicurist programs requires that the prospective student have a high diploma/GED or be at the age of 18 and have completed the 10<sup>th</sup> grade or its equivalent. A copy of the high school transcript or diploma or pass the USDOE ability to benefit test at the 10th grade level or higher will be required.

Prospective students currently attending secondary education are not eligible for enrollment. All applicants must present a valid government issued ID and social security card.

All applicants must demonstrate an ability to benefit from continuing education in his or her chosen field by passing the Wonderlic Scholastic Level Exam (SLE) administered by the school. SLE testing will demonstrate the level of English proficiency required for each program. Upon successful completion of the exam, the applicant may be considered for enrollment. The minimum passing Wonderlic scores for each program are shown below:

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Program	Minimum Score
Esthetician	15
Cosmetology	13
Manicurist	13
Massage Therapy	14
Medical Assisting	13
Administrative Medical Assisting	13

See Catalog Addendum effective 08/17/12

In addition to the institution's entrance evaluation, the Department of Education regulations require all non-high school graduates or recognized equivalent applying for postsecondary training programs must pass an approved test to qualify for Title IV Federal financial assistance.

Admission procedures include individual advising, explanation of course descriptions, admission test, appointment with financial aid, enrollment, and orientation to the school regarding the policies, regulations and requirements for the various classes.

Each application, along with other information, is reviewed by a member of the school's Enrollment Review Board. If the applicant is accepted, he or she is notified immediately and may begin the enrollment process. If an applicant is not accepted, the applicant is notified immediately.

Upon acceptance and before entering classes, the applicant must complete an enrollment agreement. This agreement details the prospective student's and the school's obligations. The final decision to admit an applicant rests with the school's administration.

Transfer students will receive credit for certified hours received from other schools or states according to state law, and their program will be shortened and tuition will be adjusted accordingly. Milan Institute does not recruit students already attending or admitted to another school offering a similar program of study.

#### **ENGLISH ONLY**

Milan Institute does not offer visa services to prospective students from other countries or English language services. Milan Institute does not offer English as a Second Language instruction. All instruction occurs in English.

#### **SCHOOL CALENDAR**

Qualified persons may enroll on any date the school's admissions office is open. New classes begin on a regularly scheduled basis. Actual start dates for the year may be obtained by contacting the school administration.

#### **ADVISING**

All faculty and staff are available to meet with students concerning their academic progress. The school gives the student personalized, friendly vocational guidance and helps with achievement

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goals, aptitude evaluation, assistance in financial arrangements, scheduling training hours, and government-approved programs. Academic Review meetings are also available to address special matters. The Academic Review Committee is composed of the school director, dean, program coordinators, financial aid officers, and instructors. The school refers students to outside agencies when the student requests assistance.

### **DRUG AWARENESS**

Milan Institute maintains a drug-free campus and work place. Milan Institute maintains a list of community drug rehabilitation centers that specialize in drug abuse treatment where, if help is needed, the student or employee may receive help. Milan Institute **will not tolerate** any illegal drugs or alcohol being used on the campus. The school refers students to outside agencies when the student requests assistance. The school complies with Section 487 (a) (10) of the Higher Education Act, Amendments of 1986, concerning drug abuse prevention programs for students.

### **TUITION POLICY**

It is the policy of the school that all tuition and fees are due and payable on the first day of attendance. Students must make other payment arrangements in advance of the first day of class with school officials. The school accepts payments in cash, check, MasterCard and Visa. Prices are subject to change.

### **PROGRAM HOUR MEASUREMENT**

For academic purposes, the institution follows the Carnegie clock-to- quarter credit hour conversion. For lecture, one quarter credit is equal to 10 clock hours, for laboratory, one quarter credit is equal to 20 clock hours, and for externship/internship, one quarter credit is equal to 30 clock hours. Each program is defined by its individual academic requirements, which are listed on the program description section of this catalog.

For Title IV Financial Aid purposes, an academic year is equivalent to 36 quarter credits and is a minimum of 30 weeks or 900 clock hours and is a minimum of 26 weeks. The institution complies with Federal requirements for clock-to-credit hour conversions which may be different from those required for academic purposes. The method for converting clock hours to credit hours for lecture, laboratory, and/or externship/internship is one credit hour is equal to 20 clock hours. In some cases programs are required to be measured in clock hours for federal financial aid purposes which include: 1) *when the program is required to measure student progress in clock hours when receiving federal or state approval or licensure to offer the program; and/or 2) completing clock hours is a requirement for graduates to apply for licensure or the authorization to practice the occupation that the student is intending to pursue.*

### **STUDENT TUITION RECOVERY FUND (STRF)**

You must pay the state-imposed assessment for the Student Tuition Recovery Fund (STRF) if all of the following applies to you:

1. You are a student in an educational program, who is a California resident, or are enrolled in a residency program, and prepay all or part of your tuition either by cash, guaranteed student loans, or personal loans, and
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2. Your total charges are not paid by any third-party such as an employer, government program or other payer unless you have a separate agreement to repay the third party.

You are not eligible for protection from the STRF and you are not required to pay the STRF assessment, if either of the following applies:

1. You are not a California resident, or are not enrolled in a residency program, or
2. Your total charges are paid by a third party, such as an employer, government program or other payer, and you have no separate agreement to repay the third party.

## **SCHOLARSHIP STATEMENT**

### *Graduate Scholarship*

A graduate from Amarillo College of Hairdressing, Inc. is eligible for a \$1,000.00 tuition scholarship upon enrolling in a subsequent program with a minimum of 600 hours, (except for the Cosmetology Instructor program). For programs with less than 600 hours, a graduate is eligible for a \$200.00 scholarship. A graduate enrolling into a Cosmetology Instructor program is eligible for a \$500.00 tuition scholarship.

### *GED Scholarship*

A \$1,000.00 GED Scholarship is available to all first year students entering a program offered at Milan Institute or Milan Institute of Cosmetology, who have successfully completed their GED Program within the last twelve months. Applications must be submitted to the Education Finance Advisor 30 days prior to entering the program, for consideration by a campus scholarship review committee. Recipient selection is based on an interview, application, essay, and letter of recommendation. GED test scores may also be considered in the application review process. Scholarship awards will be applied to the student's direct educational cost upon completion of their program.

### *Performance Scholarship*

Those Cosmetology students in good academic standing and that have maintained a 98% accumulative attendance each month until the end of each academic year will be eligible for the Performance Scholarship award. The institution will award students in the Cosmetology program meeting the scholarship criteria with a tuition voucher in the amount of \$500 for each academic year.

## **FINANCIAL AID**

Student Financial Aid is assistance which helps pay the cost of education. Funds included in this aid may be provided from several sources, including federal, state and private agencies. Most financial aid recipients receive a combination "package" comprised of more than one type of assistance program.

To begin the process of applying for most aid programs, including grants and loans, students must first complete the Free Application for Federal Student Aid (FAFSA). This document is in the primary resource for establishing eligibility for need-based aid at this institution. Grant aid is money that does not have to be repaid. Loan assistance includes borrowed money that will be repaid by the applicant.

The school participates in Title IV Federal Financial Assistance programs under authorization of the

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U.S. Department of Education, Office of Student Financial Assistance. Any student interested in obtaining Federal Aid should visit or call the financial aid office and request a Student Financial aid Guide or visit [www.studentaid.ed.gov](http://www.studentaid.ed.gov) to view online federal assistance publications. All consumer information that is required to be disclosed pursuant to applicable financial aid programs is provided.

Title IV assistance may include grant aid from the Federal PELL Program and/or self help aid in the form of Direct Loans.

The information provided above and in referenced materials is not a guarantee of financial assistance. Individual need and circumstance must be evaluated to determine aid program eligibility. This need will be determined with and comply by all applicable federal, state and accreditation regulations.

If a student obtains a loan to pay for an educational program, the student will have the responsibility to replay the full amount of the loan plus interest, less the amount of any refund. If the student has received federal student financial aid funds, the student is entitled to a refund of the moneys not paid from federal student financial aid program funds.

#### **METHODS OF DISBURSEMENT**

All Federal financial assistance awarded by the school is disbursed according to Federal regulations.

#### **DELINQUENT TUITION**

The student is charged a \$10.00 late fee for payments received 10 days after the due date. Any student who is delinquent in payments to the school may be suspended or terminated from school, at the discretion of the administration, until the school receives payment or the student makes written payment arrangements acceptable to the school. Students are advised during the exit interview. If an amount is due, a payment schedule is arranged. If a student does not follow the payment guidelines, after 90 days his/her account will be turned over to the Corporation's collection agency. The student will be responsible for all costs associated with collection

#### **STUDENT'S RIGHT TO CANCEL**

##### **ALL PROGRAMS EXCEPT COSMETOLOGY**

The student has the right to cancel the agreement for a course of instruction, including any equipment such as books, materials and supplies or any other goods and services included in the agreement, until midnight of the *fourteenth calendar (14) day* after the first class the student attends. If the Enrollment Agreement is cancelled, the school will refund the student any money he/she paid, less the registration fee not to exceed \$250., and less any deduction for equipment not returned in good condition, (does not include equipment that a seal is broken, log-on occurred, or is marked or damaged in any way) within 45 days after the notice is received. If you do not return equipment to the school, the school shall deduct the cost of the equipment (as specified on the Course Cost Addendum B) from the amount of the refund.

##### **COSMETOLOGY PROGRAM ONLY**

The student has the right to cancel the agreement for a course of instruction, including any equipment such as books, materials and supplies or any other goods and services included in the agreement, until midnight of the *twenty-first calendar (21) day* after the first class the student attends. If the Enrollment Agreement is cancelled, the school will refund the student any money he/she paid, less the registration

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fee not to exceed \$250., and less any deduction for equipment not returned in good condition, (does not include equipment that a seal is broken, log-on occurred, or is marked or damaged in any way) within 45 days after the notice is received. If you do not return equipment to the school, the school shall deduct the cost of the equipment (as specified on the Course Cost Addendum B) from the amount of the refund.

Cancellation shall occur when the student gives written notice of cancellation to the school. The notice of cancellation need not take any particular form and, however expressed, it is effective if it shows the student no longer wishes to be bound by the agreement.

### **REFUND POLICY**

The student has the right to withdraw from the course of instruction at any time. If the student withdraws from the course after the period allowed for cancellation of the agreement stated above, he/she will receive a pro-rata refund of the amount being charged if he/she has completed 60% or less of the period of attendance being charged. The amount of that refund is to be "pro-rated" according to the portion of the period of attendance not completed, less the cost of any equipment returned in good condition and a registration fee not to exceed \$250. to be paid within 45 days of withdrawal. If the student obtains equipment, as specified in the agreement as a separate charge, and returns it in good condition (does not include equipment that a seal is broken, log-on occurred, or is marked or damaged in any way) within 45 days following the date of your withdrawal, the school shall refund the charge for the equipment paid by the student. If the student fails to return the equipment in good condition, allowing for reasonable wear and tear, within this 45-day period, the school may offset against the refund of the documented cost to the school of the equipment. The student shall be liable for the amount, if any, by which the documented cost of the equipment exceeds the pro-rated refund amount. The documented cost of the equipment may be less than the amount charged, and the amount the school has charged in the contract. For a list of these charges, see Addendum B of the Enrollment Agreement. If the amount that the student has paid is more than the amount that is owed for the time of attendance, then a refund will be made within 45 days after the date of withdrawal. If the amount that is owed is more than the amount that has been paid, then the student must make arrangements to pay it.

### **RETURN OF TITLE IV FUNDS**

The Return of Title IV Funds policy is based on "Earned" and "Unearned" aid at the time of withdrawal from the program. The school must determine how much "unearned" aid must be returned by the school and by the student.

Based on the formula set by the Federal Government for calculating the Return of Title IV funds, both the school and the student may be responsible for returning federal funds to their source. Keep in mind that the Return of Title IV funds calculation is separate from the school's refund policy. Please refer to the Student Financial Aid Consumer Information available from the school's financial aid department.

### **STUDENT FILES**

The information in student files is confidential. A student's right to inspect these records is in accordance with the Family Educational Rights and Privacy Act of 1974, Public Law 93-380, as

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amended. Generally, we must have written permission from the student, parent or guardian before releasing any information from the student's financial aid record. However, the law allows us to disclose records, without consent, to the following:

A school MAY disclose education records without consent when:

- The disclosure is to school officials who have been determined to have legitimate educational interests as set forth in the institution's annual notification of rights to students;
- The student is seeking or intending to enroll in another school;
- The disclosure is to state or local educational authorities auditing or enforcing Federal or State supported education programs or enforcing Federal laws which relate to those programs;
- The disclosure is to the parents of a student who is a dependent for income tax purposes;
- The disclosure is in connection with determining eligibility, amounts, and terms for financial aid or enforcing the terms and conditions of financial aid;
- The disclosure is pursuant to a lawfully issued court order or subpoena; or

The information disclosed has been appropriately designated as directory information by the school. At it's discretion, the institution may provide directory information in accordance with the provisions of the Act to include the following:

- Name
- Home address
- Home telephone number
- Major field of study
- Dates of attendance
- Degrees and awards received

Students may withhold directory information by notifying the Office of the Registrar in writing in accordance with the procedures contained in the public notice designating directory information.

The school will provide the proper supervision and interpretation of the student records when they are being reviewed.

Student records will be maintained at the school site for five years from the last date of attendance. Transcripts are maintained permanently.

#### **VERIFICATION OF ATTENDANCE/TRANSCRIPTS**

Graduates requiring official verification of attendance or transcripts to be sent to other educational institutions must submit such a request in writing. Allow 30 days for the verification of attendance or the transcript to be sent. A complete academic transcript and certificate of completion will not be sent if a student has not met his/her financial obligations with Milan Institute.

#### **GRIEVANCE POLICY**

When problems arise, students should make every attempt to resolve the issue by following the

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formal complaint procedure. The procedure is as follows:

1. Contact the instructor in charge to resolve the problem or complaint.
2. If the issue can not be resolved with the instructor, contact the dean of education to schedule a meeting to discuss the concern.
3. If a solution can not be reached with the dean, the dean will schedule a meeting with the school director to include the student, dean, and school director.
4. If a mutual solution can not be reached with the school director and dean, the student should submit a written complaint to the school's grievance committee. The committee will meet within 10 days of receipt of the letter to review the complaint. A letter will be sent to the complainant with the committee's decision and/or resolution. The committee is composed of at least one member from each of the following departments:
  - a. Education
  - b. Financial Aid
  - c. Administration
5. The student has the right to appeal the decision of the committee and submit the complaint letter to the President of the Amarillo College of Hairdressing, Inc. located at 1720 W. Walnut Avenue, Visalia, CA 93277; Email: Comments@milaninstitute.edu; Fax: (559) 733-7831; Phone: (559) 735-3818 ext. 1012. The President's decision will be communicated to the student.
6. The student has the right to appeal the decision of the President and submit the complaint letter to the school's state agencies and/or accrediting agency.
  - a. The school's accrediting agency for all programs is the Council on Occupational Education (COE) located at 7840 Roswell Road, Building 300, Suite 325, Atlanta, GA 30350, Phone: (770) 396-3898.
  - b. A student or any member of the public may file a complaint about this institution with the Bureau for Private Postsecondary Education by calling (888) 370-7589 toll-free or by completing a complaint form, which can be obtained on the bureau's internet web site [www.bppe.ca.gov](http://www.bppe.ca.gov).
  - c. The school has an additional state agency for cosmetology-related programs, the Board of Barbering and Cosmetology (BBC), P.O. Box 944226, Sacramento, CA, 94244, Phone (800) 952-5210.

## **NONDISCRIMINATION**

Students are admitted, trained, and referred for employment without regard to age, race, color, creed, handicap, ethnic origin, gender, sex, sexual orientation, political affiliation, religion, or belief. No special services are provided for handicapped students. However, all doors, hallways, pay telephones, and restroom facilities are in compliance with standards for ADA access existing at the time of their construction or installation. Students are encouraged to visit the campus to determine its ability to meet their special needs. Students may discuss additional assistance they may require with the school director, who will attempt to assist them.

## **STUDENT PHOTO RELEASE**

Students attending Milan Institute give the school the absolute right and permission to take photographs and/or video of the students in class, in clinic or in lab for advertising, trade publications

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and/or any other lawful practice.

### **COPYRIGHT INFRINGEMENT POLICY**

Compliance with federal copyright law is expected of all students. "Copyright" is legal protection for creative intellectual works, which is broadly interpreted to cover just about any expression of an idea. Text (including email and web information), graphics, art, photographs, music, and software are examples of types of work protected by copyright. The creator of the work, or sometimes the person who hired the creator, is the initial copyright owner.

You may "use" all or part of a copyrighted work only if (a) you have the copyright owner's permission, or (b) you qualify for a legal exception (the most common exception is called "fair use"). "Use" of a work is defined for copyright purposes as copying, distributing, making derivative works, publicly displaying, or publicly performing the work.

Copying, distributing, downloading, and uploading information on the Internet may infringe the copyright for that information. Even an innocent, unintentional infringement violates the law. Violations of copyright law that occur on or over the school's networks or other computer resources may create liability for the school as well as the computer user.

Students who violate Copyright Infringement Policy are subject to disciplinary action, including suspension and termination.

#### **Summary of Civil and Criminal Penalties for Violation of Federal Copyright Laws:**

Copyright infringement is the act of exercising, without permission or legal authority, one or more of the exclusive rights granted to the copyright owner under section 106 of the Copyright Act (Title 17 of the United States Code). These rights include the right to reproduce or distribute a copyrighted work. In the file-sharing context, downloading or uploading substantial parts of a copyrighted work without authority constitutes an infringement.

Penalties for copyright infringement include civil and criminal penalties. In general, anyone found liable for civil copyright infringement may be ordered to pay either actual damages or "statutory" damages affixed at not less than \$750 and not more than \$30,000 per work infringed. For "willful" infringement, a court may award up to \$150,000 per work infringed. A court can, in its discretion, also assess costs and attorneys' fees. For details, see Title 17, United States Code, Sections 504, 505.

Willful copyright infringement can also result in criminal penalties, including imprisonment of up to five years and fines of up to \$250,000 per offense.

#### **Legal Alternatives:**

An extensive online list of legal downloading resources is available at <http://www.educause.edu/legalcontent>. EDUCAUSE, is a nonprofit organization committed to promoting the intelligent use of information technology to advance higher education. Resources on the list include websites such as Amazon MP3 Downloads, MediaNet and Best Buy.

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## **VETERANS AND ELIGIBLE PERSONS RECEIVING EDUCATIONAL BENEFITS**

In addition to the standard policies in this catalog, the following applies to veterans and eligible persons receiving education benefits. Refer to the appropriate sections of this catalog for complete Transfer of Credit Policy; Satisfactory Academic Progress; and Attendance policies.

### **Transfer of Credit Policy – Allied Health Programs**

For veterans and eligible persons this institution will evaluate all previous education and training, grant credit when appropriate, reduce the length of the program proportionately, and keep prior transcripts and their evaluation on file.

### **Satisfactory Academic Progress**

As with regular students, when progress of a student is unsatisfactory for an evaluation period, the student will be placed on financial aid warning. If, however, during the next progress period the student's progress is still unsatisfactory, VA will be promptly notified and student benefits will be suspended.

### **Attendance Probation**

As with regular students, when progress is unsatisfactory, the student will be placed on probation for one month with the opportunity to meet minimum standards. At the end of this one month probationary period, if the student has not satisfied the specific requirements, the student may be placed on a secondary probationary period. VA will be promptly notified and student benefits will be suspended.

### **Leave of Absence**

Students receiving veterans educational benefits will be reported to the Department of Veterans Affairs upon taking a leave of absence. They may be re-enrolled for educational benefits upon return to class.

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# COSMETOLOGY INFORMATION

**AN INVESTMENT IN BEAUTY PAYS**

If you want a career in cosmetology, this is the right choice for you. The exciting, ever changing world of cosmetology will always be a source of professional and financial rewards. The outlook for the profession has never been better, with women today striving to achieve the "Total Look," and more men are taking advantage of the salon scene and benefiting from style cuts, perms, manicures, and color. The work of the cosmetologist is challenging and very rewarding, with a very high income potential that can soon place you at a professional earning level. Since most salons pay on a commission basis, there is no ceiling on income in the cosmetology profession. Management presents even greater challenges, and salon ownership offers a sense of pride that every small business owner enjoys.

The choice of a lifetime career is one of the most important decisions you will ever make. To find out more about a career in cosmetology, how to become a part of this exciting profession and other information about Milan Institute, please read this catalog carefully.

**ADVISORY BOARD**

The advisory board is composed of members chosen as experts in one or more specialized areas. These advisors serve as guest lecturers, perform demonstrations, judge competitions, and meet with faculty and students. Based on their years of experience as successful owners, managers, and self-employed professionals, they are an invaluable source of up-to-date information on advances in our field.

**FACULTY**

Milan Institute staff members are experienced cosmetology instructors. In addition to meeting the educational requirements for licensing, each instructor has been thoroughly trained in the contemporary methods of hairstyling and techniques of hair design. A list of our faculty members can be found in the catalog insert.

**STUDENT RATIO**

One instructor per twenty-five students on campus.

**ORIENTATION**

New students are required to attend an orientation prior to the class start date. This meeting is to welcome new students and introduce them to the school's policies and procedures. During orientation many topics are discussed, including: school rules, regulations, financial aid questions, state board exams, grading, attendance, theory classes, clinic floor work, satisfactory progress, and project completions. Students are also given the opportunity to meet instructors, school staff, and other students and to ask questions about their training programs.

**ENROLLMENT TIME**

Enrollment time is defined as the time elapsed between the actual starting date and the date of the student's last day of physical attendance in school. Any monies due the applicant or student shall be refunded within forty five (45) days from the withdrawal date, or in the case of a leave of absence, the earlier of the documented date of scheduled return or the date the student notifies the institution that he/she will not be returning.

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**WITHDRAWAL**

For the purpose of determining a refund, you are deemed to have withdrawn from a course of instruction when any of the following occur: (1) you notify the school of your withdrawal or of the date of your withdrawal, whichever is later; (2) the school withdraws your enrollment for failure to maintain satisfactory progress; failure to abide by the rules and regulations of the institution; failure to meet financial obligations to the school; failure to return from a leave of absence.; (3) after ten consecutive days of absence; (4) the date of withdrawal shall be the earlier of the date of expiration of the leave of absence or the date the student notifies the institution that the student will not be returning.

**SATISFACTORY ACADEMIC PROGRESS POLICY**

All students are evaluated for satisfactory academic progress at the end of the first payment period or midpoint of the program or academic year, and at the end of the program or academic year.

**Clock Hour Program**

The student's academic progress is evaluated at the point the student successfully completes the required clock hours for that payment period. Students must maintain (1) an accumulative grade point average of 2.0, and (2) an attendance rate of 85% of the scheduled hours.

To successfully complete a program the student must complete 100% of the program requirements within no more than 150% of the program length, measured in scheduled hours.

Students who meet the minimum requirements for attendance and academic performance are considered to be making satisfactory progress until the next scheduled evaluation.

**Grading**

The school uses a four –point scale to determine academic standing according to the following grading chart:

90 - 100% = A = 4.0

80 - 89% = B = 3.0

70 - 79% = C = 2.0

60 -- 69% = D = 1.0

Below 60% = F = 0.0

"I" = Incomplete

Students receiving an incomplete will have two weeks from the end of the academic module to complete the required course work which will lead to the removal of the incomplete grade.

**Incomplete Grades**

An incomplete grade ("I") will not be computed in the student's grade point average if the completed work is finished within the time frame specified in the grading policy. If the incomplete work is not finished within this time frame, the incomplete grade "I" will revert to a letter grade based on an averaging of the grades achieved on all course work previously completed in the course. Incomplete courses will count toward courses attempted for the maximum time frame calculation for Academic Progress.

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**Course Repetition**

Students are allowed to repeat a failed class one time, as long as completion does not exceed the maximum time frame of one and a half times the total program length. The highest grade received in the class will be issued to calculate the GPA. Students are also allowed one change of program during an academic year.

Students can receive financial aid for course repetition as long as the repeated coursework does not represent more than one repetition of a previously passed course, or a repetition of a previously passed course due to the student failing other coursework.

**Grades of I (incomplete), and F (Failing) are not considered to be completed credits, however they do count as attempted credits in the progress calculation. Transfer hours and credits are accepted toward completion of a student's program as both hours/credits attempted and hours/credits completed.**

**Consequences of Failure to Meet Satisfactory Academic Progress Standards**

A student failing to meet the minimum satisfactory progress listed above will be placed on a *Financial Aid Warning* for one evaluation period with the opportunity to meet minimum standards. If at the end of this *Financial Aid Warning* period the student has not satisfied the minimum requirements as outlined, the student will lose their eligibility for financial aid. To regain financial aid eligibility after this point, the student must make an appeal. After a successful appeal the student will be placed on *SAP Probation* status for one evaluation period as long as satisfactory academic progress standards can be met by the end of the subsequent evaluation period. If the student fails to meet the terms of the *SAP Probation* the student will lose financial aid eligibility.

While on a *Financial Aid Warning* or *SAP Probation* the student remains eligible for financial aid.

Students are notified in writing of satisfactory academic progress evaluation results. If students are failing to meet standards, a *Financial Aid Warning* or *SAP Probation* notice must be signed by the student confirming receipt. Students meeting progress will be notified of the results in writing with no confirmation signature required. A copy of all notification is maintained in the student file.

**Appeal Procedure**

A student who loses aid eligibility due to failure to maintain satisfactory academic progress may appeal the status. The student must submit a written appeal of the dismissal within one week of the date the school took action. The appeal should be addressed to the School Director. The reasons for which a student may appeal include death of a relative, an injury or illness of the student, death in the family, etc. Supporting documentation must accompany the written appeal. For example, an appeal based on illness of the student should include applicable medical documentation. After successful appeal, with an academic plan, the student will be placed on *SAP Probation* for the following evaluation/payment period. The student must be at satisfactory academic progress at the end of the probationary period or financial aid eligibility will be terminated.

The student's appeal must address the following:

The basis for the appeal – description of the special circumstances and

The reason why the student failed to meet the SAP standard(s) and

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What has changes in the student's situation so that he or she will now be able to meet SAP standards.

The student's written appeal and the documented results as determined by the institution are retained in the student file.

**Re-enrollment/Re-entrance**

Re-enrollment or re-entrance will be approved only after evidence is shown to the director's satisfaction that conditions which caused the interruption or unsatisfactory progress have been corrected. Re-entering students return to the institution in the same progress status as when they left.

**Leave of Absence**

**Cosmetology Programs**

A request for a leave of absence of up to 60 days must be made in writing prior to taking the leave. However, a leave may be granted within ten (10) days of the last day of attendance under mitigating circumstances. Such a request may be granted at the discretion of the school administration. Only one leave of absence may be granted during a twelve (12) month period. A leave of absence does not impact satisfactory academic progress status. Students may not receive disbursements or sign loan checks during the leave of absence.

A leave of absence extends the student's contract period and maximum time frame by the same number of days taken in the leave of absence. If the student fails to return from a leave of absence, the student is considered to have withdrawn from school as of the last date of attendance.

**ATTENDANCE POLICY**

**Cosmetology Programs**

Milan Institute expects students to attend all classes at their scheduled times. Your training demands the same work attitudes required by employers or of yourself if you are planning to be self-employed. Student must maintain a cumulative attendance rate of 85%. If you are going to be absent or arrive late, you must notify the school office before 9:00 am. Proper arrangements will be made to service the customers previously scheduled for you. Notifying the school when you are absent or late shows consideration for your school, your customers and your fellow students.

Student attendance is evaluated monthly. If a student is not in attendance for two consecutive days, he/she will receive a phone call and/or letter of concern. After ten consecutive days of absences, the student will be automatically dropped unless he/she signed a leave of absence.

**Attendance Probation**

Students failing to meet the minimum attendance listed above will be placed on *Attendance Probation* for one month with the opportunity to meet minimum standards. At the end of this one month probationary period, if the student has not satisfied the specific requirements as outline above, the student may be placed on a second probation period. If at the end of the second probation period the student has not satisfied the specific requirements as outlined, he/she may be withdrawn from the program by the school. Absences due to mitigating circumstances maybe appealed per the

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Appeal/Reinstatement policy.

### **MAKE-UP WORK**

Students who do not obtain a satisfactory score are required to re-take the test or another version of the test for that subject before the end of the month (or within the first five days of the following month) to obtain a satisfactory or better score. Students who miss a test due to an absence are encouraged to make up the test within the same month it was missed, but the school acknowledges that the student does have until the course completion to ensure that all requirements are met. Cumulative theory averages are based on tests taken from the beginning of the course through the month being evaluated.

### **RECORD OF ATTENDANCE**

A time clock is used for general attendance records. Attendance records are maintained in a permanent file by the school.

### **RULES OF CONDUCT**

The school sets forth specific expectations for the purpose of promoting a positive learning environment and a pathway to career success. Developing efficient work habits, a positive attitude and definite goals during training can only enhance the graduate's potential for success. **Students are expected to:**

1. Attend all classes according to the assigned schedule including theory classes even if all required tests are completed. Theory class is a critical part of your training.
  2. Arrive for all classes on time. Students may not be allowed to attend class or to clock in until the scheduled class is dismissed. The determination will be made by school staff based on the circumstances causing the tardiness. Excessive tardiness may result in suspension.
  3. Complete all assigned theory, practical and clinic assignments in the designated time frames. It is the student's responsibility to contact the instructor regarding makeup exams. The Final Transcript of Hours will not be released to the student or State Board until all graduation requirements have been met and a comprehensive final written and practical exam has been passed.
  4. Notify a staff member within one (1) hour of your start time of absenteeism or tardiness so that proper arrangements can be made to service clients that may be scheduled.
  5. Notify a staff member when leaving the facility for any reason other than lunch time and closing.
  6. Only perform services on clients after successfully completing the Phase One Requirements and have passed a written and practical competency evaluation.
  7. Practice courtesy and professionalism at all times when dealing with other students, clients, instructors, staff and visitors.
  8. Follow all state laws and regulations at all times during school.
  9. Comply with the school's Satisfactory Academic Progress Policy at all times. Failure to maintain satisfactory progress may cause loss of or delays in funding, delay in graduation and additional tuition charges.
  10. Park only in the designated areas for student parking. Front row parking is ALWAYS reserved for client use. The school does provide parking for its students.
  11. Know all pricing and service policies of the school and the name, purpose, benefits, procedures, and cost of products used.
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12. Keep all student and client analysis and service records up to date.
  13. Recommend and prescribe appropriate services and retail products to each client assigned in order to develop professional skills.
  14. Follow the policy personal services and product purchase. Student may receive personal services at a 50% discount off the client price. Students are charged to cover the cost of products, utilities, towels, etc. Students will receive a 25% discount on retail products. All services and products must be paid for at the time of purchase.
  15. Strive to continually improve abilities through education and practice.

### **GROUNDS FOR DISCIPLINARY ACTION**

The following types of social behavior that keep you and your fellow students from learning are not acceptable and may result in a warning, probation, suspension and/or termination. *Milan Institute reserves the right to take any disciplinary action it deems necessary and reasonable under the circumstances.*

- a. Refusing to service an assigned customer or refusing to comply with the instructor's assignment.
  - b. Unprepared to service assigned clients. Refusal to perform a clinic service will result in the student leaving for the day. Excessive refusals may result in termination.
  - c. Not meeting student salon monthly expectations.
  - d. Not involved in curriculum related activities at all times while clocked in.
  - e. Discussing sexual activities or beliefs.
  - f. Discussing unethical and unprofessional subject matter during school hours.
  - g. Criticizing another student's work.
  - h. Cursing; using foul language or vulgar language.
  - i. Immoral or unprofessional conduct.
  - j. Arguing with an instructor in the presence of another student or customer.
  - k. Cheating, dishonesty or falsification of records.
  - l. Consuming or possessing alcoholic beverages and/or illegal substances during school time or on school grounds.
  - m. Not following time clock procedures by not clocking in and out to accurately to reflect hours in attendance. No student may clock in/out for others. If a student fails to clock in/out, they will not receive credit for time in school.
  - n. Non-compliance with the published dress code which includes students wearing the required name badge and practicing proper hygiene and grooming at all times. Students not in compliance with dress code will not be allowed to clock in until in compliance.
  - o. No smoking, chewing gum, eating and/or drinking except in designated areas.
  - p. Not following scheduled breaks. The time for breaks will depend on the classes scheduled and the student salon floor services that are assigned. Students are required to clock out for a minimum of 30 minutes each day for a lunch break. Failure to do so may result in lost time. As consideration to fellow students, clients and instructors, please notify the school if you are not returning from a lunch break.
  - q. Not following sanitation requirements. Understand that training involves sanitation, cleanliness and equipment care. Students are responsible for personal workstations and work areas. Daily assigned sanitation duties must be evaluated before clocking out each day. State Board requires all students to follow sanitation rules and practices at all time.
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- r. Theft from a student, customer, or school (property and/or money) will result in immediate termination. Students are responsible for the security of their own property. The school is not responsible for lost, stolen, missing, and/or broken items.
- s. Willful destruction of property.
- t. Unauthorized personal visitors to the school. Guests will be asked to leave unless they are scheduled for a service in the student salon.
- u. Excessive time in the student lounge is not allowed. Students who are clocked in may not linger in the facility and distract other students from training responsibilities.
- v. Using the business phone or personal cellular phone for incoming or outgoing calls without the expressed permission of a staff member.
- w. Possession of weapons while on campus.
- x. Behavior which creates a safety hazard to self, students, faculty, or staff.
- y. Disrupting class or sleeping in class.

### **LEARNING RESOURCES**

Cosmetology students follow *Milady's Standard Textbook of Cosmetology*. Esthetician students follow *Milady's Standard Fundamentals for Estheticians*. A comprehensive library of references, periodicals, books, texts, and audio/video tapes are available to support the course of study and supplement the students' training. Students should avail themselves of the opportunity to use these extensive materials.

### **EQUIPMENT**

All of Milan Institute's cosmetology students work with shampoo bowls and chairs, dryers, electrical cap, thermal hair straighteners, mannequins, manicure stations with chairs, facial chairs, dermal lights, 8-in 1 function galvanic unit, manicure heater, paraffin wax heater, wax machine, pedicure tub and other equipment commonly found in salons and other locations where cosmetology services are performed. A classroom laptop, LCD projector and screen and marker boards are also used the Cosmetology program.

### **FORMAT**

The clock hour education is provided through a sequential set of learning steps which address specific tasks necessary for state board preparation, graduation and job entry level skills. Clinic equipment, implements and products are comparable to those used in the industry. Each student will receive instruction that relates to the performance of useful, creative and productive career oriented activities. The programs are presented through well-developed lesson plans, which reflect current educational methods. Subjects are presented by means of lecture, demonstration and student participation. Audio-visual aids, guest speakers, field trips, and other related learning methods are used in the programs. Students enrolled in the Instructor program will demonstrate their level of competency through completion of required classroom and clinic student teaching activities.

### **EXPENDABLE SUPPLIES**

The school furnishes all expendable supplies used by the student for training. The student must purchase all supplies from the school that are for personal use.

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**GRADUATION REQUIREMENTS**

Students must satisfactorily complete all required tests and practical assignments as outlined in their designated program. Students who fail to make the necessary grade will be given the opportunity to retake the subject. Upon successful completion of the program and payment in full of all tuition and fees, you will receive a Certificate of Completion and be eligible to sit for the State licensing exam. All students are required to pass the school's final examination with a grade of not less than 70% on both practical and written exams prior to going to State Board. The student must also meet the requirements set forth by the Board of Barbering and Cosmetology prior to going to State Board.

**LICENSING REQUIREMENTS**

In addition to the general requirements, an applicant for a cosmetology, esthetician license or manicurist license is entitled to the license if the applicant:

1. is at least 17 years of age;
2. supplies proof of successful completion of the 10<sup>th</sup> grade in California or its equivalent **and**;
3. has done any of the following:
  - a. completed a course in cosmetology from a school approved by the board *or*;
  - b. practiced cosmetology, as defined in this chapter, outside of California for a period of time equivalent to the study and training of a qualified person who has completed a course in a cosmetology from a school the curriculum of which complied with requirements adopted by the board. Each three months of practice shall be deemed the equivalent of 100 hours of training of qualification under paragraph (1) of this subdivision *or*;
  - c. holds a license as a barber in California and has completed a cosmetology crossover course in a school approved by the board *or*;
  - d. completed a barbering course in a school approved by the board and has completed a cosmetology crossover course in a school approved by the board *or*;
  - e. completed the apprenticeship program in cosmetology specified in Article 4 (commencing with Section 7332).

In addition to the general requirements, an applicant for a esthetician license is entitled to the license if the applicant:

1. Is not less than 17 years of age;
2. Has completed the 10th grade in the public schools of this state or its equivalent;
3. Is not subject to denial pursuant to Section 480, and has done any of the following:
  - a. Completed a course in skin care from a school approved by the board.
  - b. Practiced skin care, as defined in this chapter, outside of this state for a period of time equivalent to the study and training of a qualified person who has completed a course in skin care from a school of curriculum of which complied with requirements adopted by the board. Each three months of practice shall be deemed the equivalent of 100 hours of training for qualification under paragraph (1).
  - c. Completed the apprenticeship program in skin care specified in Article 4 (commencing with section 7332).

**GROUND FOR DENIAL OF A LICENSE**

1. A board may deny a license regulated by this code on the grounds that the applicant has one of
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the following:

- a. Been convicted of a crime. A conviction within the meaning of this section means a plea or verdict of guilty or a conviction following a plea of nolo contendere. Any action which a board is permitted to take following the establishment of a conviction may be taken when the time for appeal has elapsed, or the judgment of conviction has been affirmed on appeal, or when an order granting probation is made suspending the imposition of sentence, irrespective of a subsequent order under the provisions of Section 1203.4 of the Penal Code.
- b. Done any act involving dishonesty, fraud or deceit with the intent to substantially benefit himself or another, or substantially injure another; or; done any act which if done by a licentiate of the business or profession in question, would be grounds for suspension or revocation of license.

The board may deny a license pursuant to this subdivision only if the crime or act is substantially related to the qualifications, functions or duties of the business or profession for which application is made.

2. Notwithstanding any other provision of this code, no person shall be denied a license solely on the basis that he has been convicted of a felony if he has obtained a certificate of rehabilitation under Section 4852.01 and following of the Penal Code or that he has been convicted of a misdemeanor if he has met all applicable requirements of the criteria of rehabilitation developed by the board to evaluate the rehabilitation of a person when considering the denial of a license under subdivision (a) of Section 482.
3. A board may deny a license regulated by this code on the ground that the applicant knowingly made a false statement of fact required to be revealed in the application for such license.

### **CAREER SERVICES**

Milan Institute offers career services to all graduates pursuing employment in their field of study. Services include assistance with creating resumes, guidance on how to conduct a job search and job development. The Career Services staff develops and maintains close relationships with local businesses so that they may keep abreast of current employment opportunities to which graduates may be referred. Although no institution can guarantee employment, the Career Services staff at Milan Institute makes every effort to help ensure that each graduate is prepared to effectively compete in the job market as they pursue their new career.

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# COSMETOLOGY PROGRAMS

# Esthetician

600 Hours/25 Weeks/6 Months



The primary purpose of the Esthetician Course is to train the student in the basic manipulative skills, safety judgments, proper work habits, and desirable attitudes necessary to pass the State Board examination and for competency in job entry level positions in Esthetics or related career field.

## Objectives:

Upon completion of the program requirements, the determined graduate will be able to:

1. Project a positive attitude and a sense of personal integrity and self-confidence.
2. Practice proper grooming and effective communications skills and visual poise.
3. Understand employer-employee relationships and respect the need to deliver worthy service for value received.
4. Perform the basic skin care services, work with facial machines, hair removal and makeup.
5. Apply the theory, technical information and related matter to assure sound judgments, decisions, and procedures.

**Occupations:** Skin Care Specialist 39-5094.00

## **Esthetician Course Descriptions:**

### **Professional Development**

Orientation, school rules and regulations, professional and personal development, professional ethics, professional image, personality development, life skills, communication skills

### **State Law**

Barbering and Cosmetology Act, Boards Rules and Regulations

### **Chemistry**

Chemical composition and purpose of cosmetic, nail, hair and skin care preparations; chemical makeup, chemical skin peels, physical and chemical changes of matter, pH and pH scale.

### **Health/Safety/Hazardous Substances**

Training in chemicals and health in establishments, material safety data sheets, protection from hazardous chemicals and preventing chemical injuries, health and safety laws and agencies, ergonomics, and communicable diseases including HIV/AIDS and Hepatitis B

### **Electricity**

Nature of electrical current, principles of operating electrical devices and the various safety precautions used when operating electrical equipment.

### **Disinfection and Sanitation**

Procedures to protect the health and safety of the consumer as well as the technician; disinfecting instruments and equipment will be emphasized throughout training.

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## Esthetician Course Descriptions

### **Anatomy/Physiology/Bacteriology**

Systems, cells, tissues, and organs; types and classifications of bacteria, viruses and fungi

### **Manual Facials**

Cleansing, scientific manipulations, packs and masks.

### **Electrical Facials**

Use of electrical modalities, including dermal lights and electrical apparatus, for facials and skin care purposes.

### **Chemical Facials**

Chemical skin peels, packs, masks and scrubs.

### **Eyebrow Beautification**

Use of wax, tweezers, electric or manual and depilatories for removal of superfluous hair.

### **Makeup**

Skin analysis, complete and corrective makeup, lash and brow tinting, false eyelash application.

### **Salon Business**

Fundamentals of business management, opening a salon, business plan, written agreements, licensing requirements and regulations, laws, salon operations, policies, practices, compensation packages, payroll deductions, taxes, telephone use, advertising, sales, public/human relations, employee and client relationships, business administration, seeking employment, job readiness, salesmanship, insurance

<b>SUBJECT - UNIT</b>	<b>HOURS OF TECHNICAL INSTRUCTION</b>
Professional Development	35
State Law	20
Chemistry	25
Health/Safety/Hazardous Substances	40
Electricity	30
Disinfection and Sanitation	50
Anatomy/Physiology/Bacteriology	35
Manual Facials	90
Electrical Facials	100
Chemical Facials	85
Eyebrow Beautification	30
Makeup	20
Salon Business	40
<b>Total Hours</b>	<b>600</b>

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# Cosmetology

**1600 Hours/53 Weeks/13 Months**



The primary purpose of the Cosmetology program is to train the student in the basic manipulative skills, safety judgments, proper work habits, and desirable attitudes necessary to pass the State Board examination and for competency in job entry level positions in Cosmetology or related career field.

## **Objectives:**

Upon completion of the course requirements, the determined graduate will be able to:

1. Project a positive attitude and a sense of personal integrity and self-confidence.
2. Practice proper grooming and effective communications skills and visual poise.
3. Understand employer-employee relationships and respect the need to deliver worthy service for value received.
4. Perform the basic manipulative skills including hair styling, shaping, bleaching, tinting, chemical reformation, scalp/hair conditioning, facials, manicures, pedicures and nail extensions.
5. Perform the basic analytical skills to determine proper makeup, hairstyle, and color application for the client's best overall look.
6. Apply the theory, technical information and related matter to assure sound judgments, decisions, and procedures.

**Occupations:** Cosmetologist, Hairstylist, and Hairdresser 39-5012.00; Manicurist and Pedicurist 39-5092.00

## **Externship:**

The school encourages qualified students to obtain salon sponsors for participation in the state approved student externship program. It allows students who have completed 60% of the required practical requirements and 60% of the required hours to earn hours and participate in on-the-job training up to eight hours per week in an approved area salon. Total externship hours are limited to 160 hours. The student must meet the state board requirements, pass a written mid-term and practical competency evaluation, maintain Satisfactory Academic Progress according to the school's policy, be current on all written examinations, and meet any other eligibility requirements set forth by the school in order to participate. This is an excellent opportunity to reinforce the basic skills learned at the institution. It also facilitates an easier transition for the graduate from school to work.

## **Cosmetology Course Descriptions:**

### **State Law**

Barbering and Cosmetology Act, Board Rules and Regulations

### **Chemistry**

Chemical composition and purpose of cosmetic, nail, hair, and skin care preparations; chemical makeup, chemical skin peels, physical and chemical changes of matter, pH and pH scale

### **Health/Safety/Hazardous Substances**

Training in chemicals and health in establishments, material safety data sheets, protection from hazardous chemicals and preventing chemical injuries, health and safety laws and agencies, ergonomics and communicable diseases including HIV/AIDS and Hepatitis B

### **Electricity**

Nature of electrical current, principles of operating electrical devices and the various safety precautions used when operating electrical equipment

### **Disinfection and Sanitation**

## Cosmetology Course Descriptions

Procedures to protect the health and safety of the consumer as well as the technician. Disinfecting instruments and equipment will be emphasized throughout training

### **Anatomy/Physiology/Bacteriology**

Systems, cells, tissues, and organs; types and classifications of bacteria, viruses and funguses

### **Wet Hairstyling/Shampooing**

Handling of implements used, molding arches and lines, fingerwaves, pin curls, stems & bases, roller curls stems and bases, style patterns artistry in hairstyling, comb-out techniques, product knowledge, safety precautions

### **Thermal Hairstyling**

Handling of implements used, style patterns, artistry in hairstyling, hair analysis, straightening, waving, curling with hot combs, curling irons, blow dry styling, press and curl, product knowledge, safety precautions

### **Permanent Waving**

Scalp & hair analysis, principal actions in chemical and heat perm waving, curling rods, procedures for normal, tinted, bleached, and problem hair, record cards/release statements, product knowledge, safety precautions

### **Chemical Straightening**

Classifications, analysis of hair, chemistry of relaxers, use of sodium hydroxide and other base solutions, conditioners, product knowledge, record cards/release statements, safety precautions

### **Haircutting**

Hair analysis; use of razor, scissors, electric clippers, and thinning shears

### **Haircoloring**

Classifications, hair analysis, predisposition test, safety precautions, formula mixing, tinting, bleaching, dye removers, product knowledge, record cards/release statements, safety precautions

### **Scalp and Hair Treatments**

Hair and scalp analysis, scientific brushing, electric and manual scalp manipulation, other hair treatments

### **Facials**

Manual including cleansing, scientific manipulations, packs, and masks; Electrical including the use of electrical modalities, dermal lights and electrical apparatus; Chemical including chemical skin peels, packs, masks, and scrubs

### **Hair Removal**

Use of wax, tweezers, electric or manual, depilatories for removal of superfluous hair

### **Makeup**

Skin analysis, complete and corrective makeup, lash and brow tinting, false eyelash application

### **Manicuring/Pedicuring**

Water and oil manicure, nail analysis, hand and arm massage, complete pedicure, nail analysis

### **Artificial Nails**

Acrylic, liquid, powder, nail tips, nail wraps, repairs

### **Salon Business**

Fundamentals of business management, opening a salon, business plan, written agreements, licensing requirements and regulations, laws, salon operations, policies, practices, compensation packages, payroll deductions, taxes, telephone use, advertising, sales, public/human relations, employee and client relationships, Business administration, seeking employment, job readiness, salesmanship, insurance

### **Miscellaneous**

To be applied by the Instructor to strengthen student performance, supervised field trips, and related training

### **Professional Development**

Orientation, school rules and regulations, professional and personal development, professional ethics, professional image, personality development, life skills, communication skills

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**Section B-3**

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<b>SUBJECT - UNIT</b>	<b>HOURS OF TECHNICAL INSTRUCTION</b>
State Law	30
Chemistry	30
Health/Safety/Hazardous Substances	30
Electricity	15
Disinfection and Sanitation	45
Anatomy/Physiology/Bacteriology	40
Wet Hairstyling/Shampooing	275
Thermal Hairstyling	125
Permanent Waving	220
Chemical Straightening	70
Haircutting	120
Haircoloring	200
Scalp and Hair Treatments	25
Facials	105
Hair Removal	30
Makeup	25
Manicuring/Pedicuring	40
Artificial Nails	45
Salon Business	50
Professional Development	45
Miscellaneous	35
<b>Total Hours</b>	<b>1,600</b>



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# Manicurist

**400 Hours/17 Weeks/4.25 Months**

The primary purpose of the Manicurist program is to train the student in the basic manipulative skills, safety judgments, proper work habits, and desirable attitudes necessary to pass the State Board examination and for competency in job entry level positions in Nail Care or related career fields.



## **Objectives:**

Upon completion of the course requirements, the determined graduate will be able to:

1. Project a positive attitude and a sense of personal integrity and self-confidence.
2. Practice proper grooming and effective communications skills and visual poise.
3. Understand employer-employee relationships and respect the need to deliver worthy service for value received.
4. Perform the basic manipulative skills including basic manicures, hot oil manicures, pedicures, a variety of artificial nail applications including tips, wraps, sculptured, gel, and acrylic, nail art/enhancements, nail repair techniques, sanitation, client communication, and professional practices.
5. Apply the theory, technical information and related matter to assure sound judgments, decisions, and procedures.

To ensure continued career success, the graduate will continue to learn new and current information related to techniques, trends, and methods for career development in manicuring and related fields.

**Occupations:** SOC Code 39-5092.00 Manicurist, Pedicurist

## **Manicurist Course Descriptions:**

### **MANICURING**

Water and oil manicure, hot oil manicures, paraffin wax, polish application, nail analysis, hand and arm massage

### **PEDICURING**

Complete pedicure, nail analysis, foot and ankle massage

### **ARTIFICIAL NAILS**

Liquid, gel, powder brush-ons; supplies, procedure, filing, fills, repairs, nail analysis

### **NAIL TIPS, NAIL WRAPS AND REPAIRS**

Application, Filing, Removal, Supplies, Maintenance, Nail Analysis

### **SALON BUSINESS AND PROFESSIONAL DEVELOPMENT**

Fundamentals of Business Management,

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## Manicurist Course Descriptions

Opening a Salon, Business Plan, Written Agreements, Licensing Requirements and Regulations, Laws, Salon Operations, Policies, Practices, Compensation Packages, Payroll Deductions, Taxes, Telephone Use, Advertising, Sales, Public/Human Relations, Employee and Client Relationships, Business Administration, Seeking Employment, Job Readiness, Salesmanship, Insurance, Orientation, School Rules and Regulations, Professional and Personal Development, Professional Ethics, Professional Image, Personality Development, Life Skills, Communication Skills, Business Fundamentals Concepts and Techniques

### STATE LAW

Barbering and Cosmetology Act, Boards Rules and Regulations

### HEALTH/SAFETY/HAZARDOUS SUBSTANCES

Training in chemicals and health in establishments, material safety data sheets, protection form hazardous

chemicals and preventing chemical injuries, health and safety laws and agencies, ergonomics and communicable diseases including HIV/AIDS and Hepatitis B; chemistry related to manicure practices, including chemical

composition and purpose of nail care preparations

### DISINFECTION AND SANITATION

Procedures to protect the health and safety of the consumer as well as the technician. Disinfecting instruments and equipment will be emphasized throughout training.

### ANATOMY/PHYSIOLOGY/BACTERIOLOGY

Systems, cells, tissues, organs; types and classifications of bacteria, viruses and funguses, and nail analysis and conditions.

SUBJECT - UNIT	HOURS OF TECHNICAL AND PRACTICAL INSTRUCTION
Manicuring	60
Pedicuring	40
Artificial Nails	90
Nail Tips, Nail Wraps, and Repairs	60
Salon Business and Professional Development	50
State Law	10
Health/Safety/Hazardous Substances	35
Disinfection and Sanitation	31
Anatomy/Physiology/Bacteriology	24
<b>Total Hours</b>	<b>400</b>

The above hour requirements must be met by each student in each category in order for the earned hours to be accepted by the state licensing board for examination.

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# ALLIED HEALTH INFORMATION

**HANDS-ON TRAINING**

All of Milan Institute's students receive hands-on training. Medical Assisting students work with equipment commonly found in doctors' front and back offices, including, but not limited to, scales, syringes, microscopes, charts, skeletons, autoclaves, stethoscopes, blood pressure cuffs, and more.

Massage Therapy students work with massage tables, massage chairs, towels, sheets, oils, lotions, and other equipment commonly found in clinics, health spas and other locations where massage is performed.

**REGISTRATION/LICENSING REQUIREMENTS DISCLOSURE**

The State of California does not have a State license for Massage Therapists. However, in most cases, permits are required and are issued by the individual cities and counties. The cities and counties are not uniform in their standards. This creates a range of requirements from 100 to 1,000 hours of education and passing a national exam before the city or county will issue a permit.

**ENROLLMENT POLICY**

Classes are in continuous session throughout the year. A calendar of start dates for the current year is located in the back of this catalog. Class availability for this year is available from the Admissions Office.

**TRANSFER OF CREDIT POLICY**

Incoming students may request credit for previous coursework or experience related to any program offered by the school. Courses from other training programs or educational institutions, as well as from the military and the workplace, will be considered and evaluated for transfer of credit. The program content for transferred courses must be comparable to the program in which the student will enroll. A student requesting transfer of credit for previous coursework must have earned a grade of "C" or higher in that coursework, as documented by an official academic transcript and an original catalog description of the course from his/her former institution. No limits on the amount of credit for previous coursework or experience are set.

The option of passing a test or tests developed by the college in order to qualify for receiving credit will be considered, especially in instances where documentation for previously completed courses is not available. The test or tests will be the corresponding final examination regularly used in the course in question, and may include a written and a practical component as appropriate. Credit will be given only if the student passes the test with a grade of "C" or higher.

If a student is granted credit for previous training or experience, the relevant courses will not be assigned a letter grade, but will be recorded with a grade of "pass," which will not affect the student's grade point average and will not affect this element of satisfactory progress. The student is also expected to maintain a monthly attendance rate of 85% as part of satisfactory progress. At the discretion of the Dean of Education, a student may be granted credit for previous training or experience and still be required to repeat a course in order to comply with the school's regular attendance and satisfactory progress policies. In this instance, the student will not be charged tuition for the transferred course. The maximum time frame of one and one-half times the course length is unaffected by transfer of credit.

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Students requesting credit for previous coursework or experience are asked to notify their admissions representative during the enrollment process. The request will be forwarded to the Dean, who will review documentation or arrange for testing as appropriate. The procedure will be completed prior to the student's first start date. There are no fees charged for evaluating or granting transfer of credit. Once a determination for granting credit has been made, tuition and fees will be adjusted prior to the start of class. Each student will need to meet with financial aid to determine eligibility. A negative determination may be appealed by contacting the School Director, whose decision is final.

### **NOTICE CONCERNING TRANSFERABILITY OF UNITS EARNED AT OUR SCHOOL**

Units you earn at Milan Institute, in most cases, will probably not be transferable to any other college or university. For example, if you entered our school as a freshman, you will still be a freshman if you enter another college or university at some time in the future, even though you earned units here at our school. In addition, if you earn a diploma at Milan Institute, in most cases it will probably not serve as a basis for obtaining a higher level degree at another college or university.

Milan Institute has not entered into any articulation agreements or relationships with educational entities.

### **ORIENTATION**

New students attend an orientation meeting before the start date of each program. This meeting is to welcome new students and introduce them to the school's policies and procedures. Students also attend a financial aid interview and orientation. Students have the opportunity to meet fellow students, school staff and instructors. Attendance and grading policies form a large part of the orientation information, which also includes projected graduation dates, holidays and vacations pertaining to the relevant enrollment period.

### **STUDENT RATIOS**

An effort is made to keep instructor/student ratios at a level most appropriate to deliver effective hands-on education and to adhere to accreditation and/or state mandates. The maximum instructor/student ratio in lecture classes is 1 instructor for every 40 students; in medical labs the ratio is 1 instructor for every 20 students. When needed, teaching assistants are provided to further reduce the instructor/student ratio.

### **SATISFACTORY ACADEMIC PROGRESS POLICY**

All students are evaluated for satisfactory academic progress at the end of the first payment period or midpoint of the program or academic year, and at the end of the program or academic year.

#### **Credit Hour Program**

The student's academic progress is evaluated at the point the student has successfully completed the required credit hours and weeks for the payment period in review. Students must maintain (1) an accumulative grade point average of 2.0, (2) an attendance rate of 90% and (3) complete 70% of the units attempted with a 1.0 or higher grade for the payment period in review.

To successfully complete a program the student must complete 100% of the program credits within no more than 150% of the program length, as measured by attempted credits.

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Students who meet the minimum requirements for attendance and academic performance are considered to be making satisfactory progress until the next scheduled evaluation.

If a student is granted credit for previous training or experience, the granted courses will not be assigned a letter grade, but will be recorded with a grade of “pass”, which will not count towards the student’s grade point average calculation and will not affect the grade point average element of satisfactory academic progress.

### **Grading**

The school uses a four –point scale to determine academic standing according to the following grading chart:

90 - 100% = A = 4.0

80 - 89% = B = 3.0

70 - 79% = C = 2.0

60 -- 69% = D = 1.0

Below 60% = F = 0.0

“I” = Incomplete

Students receiving an incomplete will have two weeks from the end of the academic module to complete the required course work which will lead to the removal of the incomplete grade.

### **Incomplete Grades**

An incomplete grade (“I”) will not be computed in the student’s grade point average if the completed work is finished within the time frame specified in the grading policy. If the incomplete work is not finished within this time frame, the incomplete grade “I” will revert to a letter grade based on an averaging of the grades achieved on all course work previously completed in the course. Incomplete courses will count toward courses attempted for the maximum time frame calculation for Academic Progress.

### **Course Repetition**

Students are allowed to repeat a failed class one time, as long as completion does not exceed the maximum time frame of one and a half times the total program length. The highest grade received in the class will be issued to calculate the GPA. Students are also allowed one change of program during an academic year.

Students can receive financial aid for course repetition as long as the repeated coursework does not represent more than one repetition of a previously passed course, or a repetition of a previously passed course due to the student failing other coursework.

**Grades of I (incomplete), and F (Failing) are not considered to be completed credits, however they do count as attempted credits in the progress calculation. Transfer hours and credits are accepted toward completion of a student’s program as both hours/credits attempted and hours/credits completed.**

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**Consequences of Failure to Meet Satisfactory Academic Progress Standards**

A student failing to meet the minimum satisfactory progress listed above will be placed on a *Financial Aid Warning* for one evaluation period with the opportunity to meet minimum standards. If at the end of this *Financial Aid Warning* period the student has not satisfied the minimum requirements as outlined, the student will lose their eligibility for financial aid. To regain financial aid eligibility after this point, the student must make an appeal. After a successful appeal the student will be placed on *SAP Probation* status for one evaluation period as long as satisfactory academic progress standards can be met by the end of the subsequent evaluation period. If the student fails to meet the terms of the *SAP Probation* the student will lose financial aid eligibility.

While on a *Financial Aid Warning* or *SAP Probation* the student remains eligible for financial aid. Students are notified in writing of satisfactory academic progress evaluation results. If students are failing to meet standards, a *Financial Aid Warning* or *SAP Probation* notice must be signed by the student confirming receipt. Students meeting progress will be notified of the results in writing with no confirmation signature required. A copy of all notification is maintained in the student file.

**Appeal Procedure**

A student who loses aid eligibility due to failure to maintain satisfactory academic progress may appeal the status. The student must submit a written appeal of the dismissal within one week of the date the school took action. The appeal should be addressed to the School Director. The reasons for which a student may appeal include death of a relative, an injury or illness of the student, death in the family, etc. Supporting documentation must accompany the written appeal. For example, an appeal based on illness of the student should include applicable medical documentation. After successful appeal, with an academic plan, the student will be placed on *SAP Probation* for the following evaluation/payment period. The student must be at satisfactory academic progress at the end of the probationary period or financial aid eligibility will be terminated.

The student's appeal must address the following:

The basis for the appeal – description of the special circumstances and

The reason why the student failed to meet the SAP standard(s) and

What has changed in the student's situation so that he or she will now be able to meet SAP standards.

The student's written appeal and the documented results as determined by the institution are retained in the student file.

**Re-enrollment/Re-entrance**

Re-enrollment or re-entrance will be approved only after evidence is shown to the director's satisfaction that conditions which caused the interruption or unsatisfactory progress have been corrected. Re-entering students return to the institution in the same progress status as when they left.

**Leave of Absence -****Allied Health Programs**

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A request for a leave of absence of up to 60 days must be made in writing prior to taking the leave. However, a leave may be granted within five (5) days of the last day of attendance under mitigating circumstances. Such a request may be granted at the discretion of the school administration. Only one leave of absence may be granted during a twelve (12) month period. A leave of absence does not impact satisfactory academic progress status. Students may not receive disbursements or sign loan checks during the leave of absence.

A leave of absence extends the student's contract period and maximum time frame by the same number of days taken in the leave of absence. If the student fails to return from a leave of absence, the student is considered to have withdrawn from school as of the last date of attendance.

## **WITHDRAWAL**

For the purpose of determining a refund, you are deemed to have withdrawn from a course of instruction when any of the following occur: (1) you notify the school of your withdrawal or of the date of your withdrawal, whichever is later; (2) the school withdraws your enrollment for failure to maintain satisfactory progress; failure to abide by the rules and regulations of the institution; failure to meet financial obligations to the school; failure to return from a leave of absence (3) after five consecutive days of absence.

## **ATTENDANCE POLICY**

### **Allied Health Programs**

Milan Institute expects students to attend all classes. The condensed nature of vocational training demands the same work attitudes required by employers. Students must maintain a cumulative attendance rate of 90%. Student attendance is evaluated monthly. If a student is not in attendance for two consecutive days, he/she will receive a phone call and/or letter of concern. After five consecutive days of absences, the student will be automatically dropped unless he/she signed a leave of absence.

### **Attendance Probation**

Students failing to meet the minimum attendance listed above will be placed on *Attendance Probation* for one month with the opportunity to meet minimum standards. At the end of this one month probationary period, if the student has not satisfied the specific requirements as outline above, the student may be placed on a second probation period. If at the end of the second probation period the student has not satisfied the specific requirements as outlined, he/she may be withdrawn from the program by the school. Absences due to mitigating circumstances maybe appealed per the Appeal/Reinstatement policy.

**Absence** - Milan Institute expects students to attend all classes. The condensed nature of vocational training demands the same work attitudes required by employers. Students must maintain a monthly attendance rate of 85%. As stated in the Satisfactory Progress Definition, a student will be automatically dropped after five (5) consecutive absences, unless a leave of absence form has been signed.

**Tardiness/Early Departures** - Ten minutes after the scheduled start of a class or the designated time to return from a break, or departure more than ten minutes before the scheduled class end time,

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equals a tardy. For each tardy, points will be deducted from the daily professionalism grade as indicated on the class syllabus, and the number of minutes late/early (rounded up in 15-minute increments) will be deducted when recording class time consideration for your school, your customers and your fellow students.

**Make-up Work** - Instructors may require make-up work for any absence. Make-up work is completed on the student's time after the regular class day. All assigned make-up work is due the last day of a module.

**Make-up Hours** - Students are allowed to make up hours for excused absences only. Hours are to be completed at school after normal class hours. Total make-up hours per contract is 15%.

**Part-time Attendance** - A review committee considers all requests to attend school part time.

**Leave of Absence** - A request for leave of absence must be made in writing prior to taking the leave. However, a leave may be granted within five (5) days of the last day of attendance under mitigating circumstances. Such a request may be granted to a student at the discretion of the school's administration. Milan Institute adheres to all federal regulations with respect to leaves of absence (a maximum of 60 calendar days). Only one leave may be granted during a twelve (12) month period. Students may not receive disbursements or sign loan checks during the leave of absence. If the student fails to return from a leave of absence, the student is considered to have withdrawn from school as of the last date of attendance.

## **REQUIRED STUDY TIME**

In order to complete the required class assignments, students are expected to spend outside time studying. The amount of time will vary according to individual student abilities. Students are responsible for reading all study materials issued by the instructor and completing homework assignments.

## **CONDUCT POLICY**

The standards of conduct for Milan Institute students are patterned after those that prevail in business, health professions and industry. Students must observe school regulations, follow directions given by their instructors and conduct themselves in a professional manner. Student conduct must be within the bounds of acceptable behavior, including no eating or drinking in class, no profanity, no drugs, reasonable professional dress or school uniform, proper respect for and adherence to school rules, and respect for the rights of instructors and peers. Students who are not in compliance are subject to disciplinary probation, suspension or termination at the discretion of the school administration.

Milan Institute **will not tolerate** any form of sexual harassment. If a student believes that he/she has been harassed by any Milan Institute employee, student or other business contact, he/she should immediately report the incident to the school director. Milan Institute will not retaliate, nor will it tolerate retaliation, against students/employees who complain in good faith about harassment. Milan Institute will investigate any such report and will take whatever corrective action is deemed necessary, including disciplining or discharging any individual who is believed to have violated these prohibitions against harassment or retaliation.

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**CHEATING POLICY**

Dishonesty includes, but is not limited to, cheating, plagiarism, knowingly assisting another student in cheating or plagiarism, or knowingly furnishing false or misleading information to the school's instructors or administrative staff.

When a student is charged with cheating or plagiarism, and the instructor has proof to back up the charges, or a student admits to the charges when confronted, the instructor may handle the situation in the following ways:

- 1) Issue an oral warning or a written warning that will be put in the student's permanent academic file.
- 2) Issue the student an "F" or "O" on the assignment or test in question.
- 3) Issue the student an "F" for the entire class.
- 4) Refer the student to the school director for disciplinary action, which may include suspension or dismissal from the school.

**CLASS SCHEDULE**

Milan Institute holds classes each Monday through Saturday. Days and times vary for each program. The school also recognizes legal holidays. Milan Institute informs students when classes and holiday schedules vary (see insert in back of catalog). Students may be required to attend classes for additional hours or additional days when a holiday falls on a scheduled class day. Evening and Saturday classes are available for some programs. Classroom instruction consists of 50-minute sessions. Please contact the Admissions Department for specific information on class schedules.

**EXTERNSHIP DISCLOSURE**

Most courses offered at Milan Institute require an externship (work experience) as part of the graduation requirement. The externship must be completed prior to receiving the Certificate of Completion for the course. Externship hours are completed at extern sites off campus. It is, therefore, the student's responsibility to secure his/her own transportation to the extern site. It is also the student's responsibility to pay any costs associated with his/her transportation to and from the extern site or any special requirements mandated by the extern site.

**GRADUATION REQUIREMENTS**

Milan Institute will award a Certificate of Completion to all students who successfully complete all graduation requirements. The school requires all students to meet their financial obligations and complete a financial aid exit interview prior to graduation.

**Massage Therapy - Certificate of Completion**

Students enrolled in the Massage Therapy program must pass all classes attempted and maintain a 2.0 grade point average and 90% monthly attendance. All required skills must be completed and verified by the instructor. Students must pass and receive certification in CPR and First Aid and complete 140 hours of clinical practice to be eligible for graduation.

**Medical Assisting - Certificate of Completion**

Students enrolled in the Medical Assisting program must pass all classes attempted and maintain a cumulative 2.0 grade point average and 90% monthly attendance. All required administrative and

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clinical skills must be completed and verified by the instructor. Students must also complete 160 hours of externship to be eligible for graduation.

**Administrative Medical Assistant - Certificate of Completion**

Students enrolled in the Administrative Medical Assistant program must pass all classes attempted and maintain a cumulative 2.0 grade point average and 90% monthly attendance. All required skills must be completed and verified by the instructor. Students must also complete 90 hours of externship to be eligible for graduation.

**CAREER SERVICES**

Milan Institute offers career services to all graduates pursuing employment in their field of study. Services include assistance with creating resumes, conducting mock-interviews, providing job readiness workshops, guidance on how to conduct a job search and job development. The Career Services staff develops and maintains close relationships with local businesses so that they may keep abreast of current employment opportunities to which graduates may be referred. Although no institution can guarantee employment, the Career Services staff at Milan Institute makes every effort to help ensure that each graduate is prepared to effectively compete in the job market as they pursue their new career.



# ALLIED HEALTH PROGRAMS

# Massage Therapy

**740 Hours/33.5 Weeks/50 Quarter Credits**



Massage Therapy is a healing art with a history going back thousands of years. The first written records of massage therapy are from China, but the benefits of massage therapy were well known across the entire world. Those traditions of long ago are the roots of modern-day massage therapy.

In many countries today, massage therapists work side by side with other medical professionals.

The demand for massage therapists has greatly increased over the past few years with the renewed interest in health and well-being that is sweeping the country.

## **Objective:**

The Massage Therapy program is designed to prepare the student to function competently as a professional massage therapist in a variety of settings. The unique curriculum contains the best of Eastern, Western, ancient modalities and the latest skills and techniques. The student will receive ample hands-on training and knowledge required to function in a variety of settings including massage clinics, hospitals, doctors' offices, sporting events and more.

**Occupations:** Massage Therapist 31-9011.00

## **Training Program:**

This training program is divided into learning units called modules or course groupings. Students must complete in sequence Strategies for Success, Intro to Anatomy and Physiology, Swedish Basics, and Ethics as prerequisites to any other course. Students must complete all courses starting with a module or pre-determined course groupings and continuing in sequence until all courses are completed. Courses are stand alone and are not dependent upon previous training. Students participate in an internship.

## **Massage Therapy Course Descriptions:**

**Strategies for Success SFS001** *Strategies for Success* is an introductory course that is a pre-requisite for all students to successfully complete prior to beginning their subject matter course. Strategies for Success is designed to prepare students with the basic skills to be successful in school, career, and life by emphasizing flexibility, critical thinking, creativity/innovation, resiliency, accountability, and leadership. In addition to life strategy skills the students will be introduced to other strategies to provide a solid foundation for success including Time Management Strategies, Study Skills, Test Taking Strategies, Learning Styles Assessment, and Basic Math/English resources.

### **Introduction to Anatomy & Physiology MAS101**

This course is the entry point into the Massage Therapy program. It provides an introduction to anatomy, physiology, kinesiology, pathology and medical terminology. Students will gain familiarity with the major organ systems, cells, tissue, bones, muscles, joints, and other areas.

### **Swedish Massage Basics MAS102**

This course is the entry point into the Massage Therapy program. It consists of an introduction to the history of massage, introductory massage protocol, and basic technical knowledge, including an

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## Section D-2

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### Massage Therapy Course Descriptions

introduction to hygiene, sanitation methods, and safety standards. Students will learn the fundamental Swedish massage techniques, client protocol, draping, bodywork postures, and methods of recordkeeping.

#### **Ethics MAS103**

This course is the entry point into the Massage Therapy program. Students will learn the current standards of ethics and professionalism in the field of massage therapy and will gain an understanding of professional ethical behavior, boundary issues, and scope of practice, which will enable them to work more effectively with clients.

#### **Anatomy MAS104**

This course offers massage therapy students an in-depth study of the organization and structure of the human body. Students will explore each level of organization and will learn terminology relating to the chemical, cellular, and tissue levels of the body along with the major organ systems. Students will gain an understanding of the interdependence of the major systems of the body.

#### **Practical Anatomy MAS105**

This course is designed to give students practical hands-on experience in locating, palpating, and defining the location of various muscles and anatomical landmarks. The course will include a systematic investigation of the attachment sites and innervations of the major muscles relative to the different regions of the body.

#### **Dynamic Practicum MAS106**

This course offers hands-on practice in a variety of modalities used in clinical settings. Students perform massage routines on each other, complete and evaluate intake forms, and enter data on SOAP notes. This course also offers introductory personal and group counseling, wherein students express their feelings about their future profession and life situations, with an opportunity to address specific issues.

#### **Kinesiology MAS107**

In this course, students will be introduced to the study of movement, including joint types, ranges of motion, and the lever-action muscle groups that act upon these joints. Students will be able to describe the interaction of agonistic, synergistic, and antagonistic muscle groups, and the interrelationship of these muscle groups.

#### **Sports Massage MAS108**

This course presents the benefits of massage used in conjunction with sports, considered by many athletes to be essential for peak performance with minimal risk of injury. Students will learn pre/post-sporting event massage techniques, as well as preventive and rehabilitation massage methods.

#### **Shiatsu MAS109**

This course presents the theory and practice of Shiatsu massage. Students will learn the foundations of traditional Chinese medicine including the classical theories of yin and yang, the five phases, the concept of Qi, and meridian theory as it relates to massage. Students will learn the basic skills and techniques enabling them to demonstrate a full body Shiatsu massage. Students will be able to locate the major organ meridians, locate the major Chinese acupoints, and utilize these points in clinical applications.

#### **Pathology for the Massage Therapist MAS110**

This course focuses on pathology for massage therapists. Students will gain a basic understanding of the disease process and how it affects the body's functions. Students will learn the common diseases and disorders of each organ system, as well as indications and contraindications for massage.

#### **Passive Joint Mobilization MAS111**

In this course, students will learn how to apply joint movements while the client remains passive (non-

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## Massage Therapy Course Descriptions

moving or relaxed), leading to the loosening of holding patterns in various joints and resulting in a greater range of motion and reduced joint stress.

### **Deep Tissue Massage MAS112**

This course provides students with the skills to perform various deep tissue massage techniques and to develop the proper body mechanics to prevent injury. Students will be able to perform deep tissue techniques for muscle redefinition by releasing stagnation, knots, and spasms that lie deep within the muscular tissue, and they will develop therapeutic strategies to address acute and chronic muscular conditions.

### **Massage Therapy: Communication & Law MAS113**

The focus of this course is on professionalism, communication, and the legal issues involved in therapeutic massage. Students will gain an understanding of the professional standards, code of ethics, and scope of practice necessary to build a strong foundation for a successful career in massage therapy. Students will learn how to communicate professionally with clients and other healthcare professionals and will understand the information that forms the basis of HIPAA regulations.

### **Prenatal & Pediatric Massage MAS114**

This course presents applications of massage for the special needs of women during the prenatal and postpartum stages of pregnancy. Students will learn the anatomical and physiological changes that occur with pregnancy while acquiring the massage skills appropriate for each stage of pregnancy. Students will understand the indications and contraindications of massage during pregnancy and learn the signs and symptoms of high risk pregnancies. In association with pregnancy massage, this course also presents the techniques to perform pediatric massage, including Swedish massage, relaxation techniques, and passive range-of-motion exercises.

### **Business Management MAS115**

This course presents business management techniques necessary to build and maintain a massage practice. Students will learn how to effectively communicate with clients and associates and will be informed about permit requirements, record keeping, tax information, employment versus independent contracting, and advertising methods.

### **Acupressure MAS116**

This course is an introduction to the ancient healing art of acupressure, a therapeutic and transformational system of touch that promotes healing, increases energy, and relieves emotional stress. Students will learn the fundamental theories of traditional Chinese medicine, breathing and mind-body centering techniques, as well as hands on techniques for giving and receiving acupressure massage.

### **CPR / First Aid MAS117**

This course provides American Heart Association or American Red Cross approved training in heart and breathing emergencies and other physical injuries that might occur in clinical (or other) settings. Cardio-Pulmonary Resuscitation (CPR) techniques and basic first aid procedures are presented.

### **Chair Massage MAS118**

This course provides instruction in chair massage, defined as a compact, efficient style of bodywork performed through the clothing while the recipient is in a comfortable seated position. Students will learn various techniques applied to the head, neck, shoulders, arms, and back while the client is sitting in a chair. Along with the chair massage sequence, marketing techniques and strategies will be presented.

### **Reflexology MAS119**

This course introduces the history, theory, and practice of reflexology. Students will learn the zones on the feet, as well as the reflex points and their anatomical correspondences. This course is designed to

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**Section D-4**

## Massage Therapy Course Descriptions

teach students the tools and techniques enabling them to perform a full reflexology session.

### **Aromatherapy & Hydrotherapy MAS120**

This course introduces the application of essential oils and water as therapeutic tools used in conjunction with massage therapy. The course provides students with an overview of the history, benefits, indications, and contraindications of aromatherapy and hydrotherapy. Students will learn how to safely and effectively integrate the use of essential oils into a massage session. The course covers the profiles of 10 of the most commonly used essential oils along with their indications and contraindications. Students will also learn the mechanisms and various forms of hydrotherapy, including body wraps, scrubs, Hot Stones, and the use of hot and cold packs and compresses.

### **Physiology MAS121**

This course examines the various functions of the human body, explaining how and why the body works the way it does, with emphasis on the specialized needs of massage students. In addition to exploring the body systems, students will study the physiological effects of massage on the body.

### **Clinical Internship MCI001**

Prerequisite: Swedish Massage Basics and Clinic Orientation

In the student clinic, students will have the opportunity to practice massage techniques that they have learned in their previous coursework. Students will be able to fine tune their communication and record-

Course Code	Course Title	Lecture Hours	Lecture Credits	Lab Hours	Lab Credits	Extern Hours	Total Hours	Total Credits
<b>PRE-REQUISITES</b>								
SFS001	Strategies for Success	40	4.00	0	0	0	40	4.00
MAS101	Intro to Anatomy & Physiology	30	3.00	0	0	0	30	3.00
MAS102	Swedish Massage Basics	5	.50	35	1.75	0	40	2.25
MAS103	Ethics	10	1.00	0	0	0	10	1.00
<b>CLINICAL PRACTICE</b>								
MAS104	Anatomy	40	4.00	0	0	0	40	4.00
MAS105	Practical Anatomy	5	.50	35	1.75	0	40	2.25
MAS106	Dynamic Practicum	0	0	20	1.00	0	20	1.00
MAS107	Kinesiology	30	3.00	10	.50	0	40	3.50
MAS108	Sports Massage	5	.50	15	.75	0	20	1.25
MAS109	Shiatsu	5	.50	15	.75	0	20	1.25
MAS110	Pathology for the Massage Therapist	35	3.50	5	.25	0	40	3.75
MAS111	Passive Joint Mobilization	5	.50	15	.75	0	20	1.25
MAS112	Deep Tissue	10	1.00	30	1.5	0	40	2.50
MAS113	Massage Therapy: Communication & Law	20	2.00	0	0	0	20	2.00
MAS114	Prenatal & Pediatric Massage	5	.50	15	.75	0	20	1.25
MAS115	Business Management	15	1.50	5	.25	0	20	1.75
MAS116	Acupressure	4	.40	16	.80	0	20	1.20
MAS117	CPR/First Aid	3	.30	5	.25	0	8	.55
MAS118	Chair Massage	2	.20	10	.50	0	12	.70
MAS119	Reflexology	5	.50	15	.75	0	20	1.25
MAS120	Aromatherapy & Hydrotherapy	15	1.50	25	1.25	0	40	2.75
MAS121	Physiology	35	3.50	5	.25	0	40	3.75
<b>CLINICAL PRACTICE</b>								
MCI001	Clinical Internship	0	0	0	0	140	140	4.66
<b>TOTAL</b>		<b>324</b>	<b>32.40</b>	<b>276</b>	<b>13.90</b>	<b>140</b>	<b>740</b>	<b>50</b>

# Medical Assisting

**760 Hours/34 Weeks/51 Quarter Credits**



Medical assistants help doctors examine and treat patients, perform routine tasks, and keep the medical office running smoothly.

Duties vary from office to office, but normally include taking vital signs and information, taking medical histories, preparing patients for examinations, and assisting during the appointment.

Medical assistants may also take blood, give injections, take EKGs, remove sutures, collect and prepare laboratory specimens, instruct patients on special diets and medications, and sterilize medical instruments.

A medical assistant's job duties vary from day to day with each patient that comes into the office.

## **Objective:**

The Medical Assisting program is designed to prepare students to function competently in an entry-level position in a variety of medical settings. The program will include current medical information, demonstrations and practice of administrative, clinical and laboratory skills.

## **Occupations:**

Medical Assistant 31-9092.00, Medical Records and Health Information Technician 29-2071.00, Medical Secretary 43-6013.00, Receptionist and Information Clerk 43-4171.00

## **Training Program:**

The training program is divided into seven learning units called modules. Students must complete Strategies for Success and modules A through G, starting with any module and continuing in any sequence until all seven are completed. Modules A through G stand alone and are not dependant upon previous training. Upon successful completion of Strategies for Success and all modules, students will participate in a 160-hour externship.

## **Medical Assisting Course Descriptions:**

**Strategies for Success Course SFS001** Strategies for Success is an introductory course that is a pre-requisite for all students to successfully complete prior to beginning their subject matter course. Strategies for Success is designed to prepare students with basic skills to be successful in school, career, and life by emphasizing flexibility, critical thinking, creativity/innovation, resiliency, accountability, and leadership. In addition to life strategy skills the students will be introduced to other strategies to provide a solid foundation for success including Time Management Strategies, Study Skills, Test Taking Strategies, Learning Styles Assessment, and Basic Math/English resources.

### **Medical Office Communications MOC101, MOC102**

Students will learn and demonstrate basic administrative skills used in the medical office setting and be able to demonstrate how to schedule appointments, to communicate over the phone, and to handle difficult patients. Students will be able to describe qualifications for success, to identify medical, legal

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## Medical Assisting Course Descriptions

and ethical boundaries, to demonstrate proper telephone techniques, to schedule and manage appointments and to perform the functions of medical office record keeping. Students also practice keyboarding to improve speed and accuracy.

### **Insurance Coding INC101, INC102**

Students will learn about the different insurance available to patients, and be able to recognize when to use each of them. Students will learn and demonstrate how to process insurance forms, to use insurance coding, and to perform bookkeeping skills. Students will be able to classify insurance providers in the following groups: individual, hospital, medical, surgical, outpatient, major medical, dental and special risk insurance. Students will define insurance terms such as carrier, provider, coverage, subscriber, contract, premium, deductible, UCR fees, coinsurance and copayments. Students will be able to describe the process of insurance plans such as HMO, PPO, IPA, CHAMPUS and CHAMPVA. Students will perform insurance coding using CPT-4 and ICD-9-CM coding books.

### **Pharmacology/Nutrition PHN101, PHN102**

Students will be introduced to administering medications to a patient in a medical practice setting. Classes and uses of injections, oral medications and critical doses of medications will be covered. Students will be able to define pharmacology, list guidelines for administering and recording medications, describe the routes of medication administration, classify medications and their uses, list pharmacology abbreviations, convert mathematical doses, identify major nutrients, vitamins and minerals, list formulas and programs for weight loss, describe diseases caused from nutrition, and perform medication administrations.

### **Anatomy/Physiology ANP101, ANP102**

The student will learn and be able to identify the ten body systems and their structures and functions, as well as common diseases and treatments for the related body systems. Students will identify anatomical positions and points of reference on the human body; locate the four body cavities; name, locate and describe the functions of the ten major body systems. Students will be able to name, locate, and describe the functions of the major organs within the body systems and describe diseases and treatments related to the ten body systems. Students will be able to describe health education material for preventing diseases in the body systems.

### **Medical Office Emergency Procedures MOE101, MOE102**

Students will learn to distinguish an emergency from a non-emergency situation and act quickly when required. Students will learn and demonstrate the principles of assessment and triage and will learn how to use emergency equipment. Students will demonstrate how to develop a plan for emergencies and how to access community resources in dealing with emergencies. Students will also learn how to answer patient questions regarding diagnosis and treatment methods. Students will demonstrate knowledge of the uses of x-ray, ultrasound and fluoroscopy equipment and other tests and modalities used to serve the patient. Students will demonstrate how to prepare and maintain examination and treatment areas and assist with patient examination procedures and treatments.

### **Electrocardiography/Hematology EKG101, EKG102**

Students will be able to describe the reasons an EKG is performed and be able to perform a routine 12-lead EKG. Students will learn the components of blood; describe the basic blood testing procedures and their purposes; be able to define and demonstrate aseptic techniques and universal precautions; take vital signs and blood pressures; and perform invasive procedures. Students will be able to define hematology and its major components, functions, disease disorders and basic tests.

### **Microbiology/Patient Preparation MPP101, MPP102**

Students will learn and demonstrate the methods of infection control, universal precautions and sterilization techniques. Students will learn the role of microorganisms in causing disease and have a basic understanding of bacterial growth, cultures and specimen collection.

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**Section E-3**

## Medical Assisting Course Descriptions

Students will learn how to prevent spreading of disease-causing microorganisms and will demonstrate aseptic techniques. Students will demonstrate how to assist in minor in-office surgeries, including patient preparation, and be able to list basic medical instruments and their uses in the office. Students will learn and demonstrate how to position patients for exams and how to perform injections, anthropometric measurements, and vital signs.

### Externship MAE101

Students will use the skills and knowledge they have acquired throughout the program and work at an off-site medical facility to gain additional experience.

Course Code	Course Title	Lecture Hours	Lecture Credits	Lab Hours	Lab Credits	Extern Hours	Total Hours	Total Credits
<b>PRE-REQUISITE</b>								
SFS001	Strategies for Success	40	4.00	0	0	0	40	4.00
<b>MODULE A</b>								
MOC101	Medical Office Communications-Unit 1	20	2.00	20	1.00	0	40	3.00
MOC102	Medical Office Communications-Unit 2	20	2.00	20	1.00	0	40	3.00
<b>MODULE B</b>								
INC101	Insurance Coding-Unit 1	20	2.00	20	1.00	0	40	3.00
INC102	Insurance Coding-Unit 2	20	2.00	20	1.00	0	40	3.00
<b>MODULE C</b>								
PHN101	Pharmacology/Nutrition-Unit 1	20	2.00	20	1.00	0	40	3.00
PHN102	Pharmacology/Nutrition-Unit 2	20	2.00	20	1.00	0	40	3.00
<b>MODULE D</b>								
ANP101	Anatomy/Physiology-Unit 1	20	2.00	20	1.00	0	40	3.00
ANP102	Anatomy/Physiology-Unit 2	20	2.00	20	1.00	0	40	3.00
<b>MODULE E</b>								
MOE101	Medical Office Emergency Pro.-Unit 1	20	2.00	20	1.00	0	40	3.00
MOE102	Medical Office Emergency Pro.-Unit 2	20	2.00	20	1.00	0	40	3.00
<b>MODULE F</b>								
EKG101	Electrocardiography/Hematology-Unit 1	20	2.00	20	1.00	0	40	3.00
EKG102	Electrocardiography/Hematology-Unit 2	20	2.00	20	1.00	0	40	3.00
<b>MODULE G</b>								
MPP101	Microbiology/Patient Prep-Unit 1	20	2.00	20	1.00	0	40	3.00
MPP102	Microbiology/Patient Prep-Unit 2	20	2.00	20	1.00	0	40	3.00
MAE101	Externship	0	0	0	09	160	160	5.33
<b>TOTAL</b>		<b>320</b>	<b>32.00</b>	<b>280</b>	<b>14.00</b>	<b>160</b>	<b>760</b>	<b>51</b>

# Administrative Medical Assistant

**760 Hours/34 Weeks/55 Quarter Credits**



The Administrative Medical Assistant is a very important part of the medical office. He or she is normally the first and last person patients see when they come to a medical office. Doctors depend on their Administrative Medical Assistant every day for important and accurate patient information.

Administrative Medical Assistant duties vary from office to office, but normally include setting appointments, organizing patient files and information, completing insurance forms and information, patient billing, and medical coding. An Administrative Medical Assistant must understand and be able to interpret medical terminology and be comfortable working with the public.

## **Objective:**

The Administrative Medical Assistant program is designed to prepare students to enter the health professions field as an administrative medical assistant. Students will be able to function at an entry-level position in a variety of settings including, but not limited to, medical offices, hospitals and medical clinics.

## **Occupations:**

Medical Records and Health Information Technician 29-2071.00, Medical Secretary 43-6013.00, Bill and Account Collector 43-3011.00, Executive Secretary and Administrative Assistant 43-6011.00, Receptionist and Information Clerk 43-4171.00, General Office Clerk 43-9061.00

## **Training Program:**

The training program is divided into seven learning units called modules. Students must complete Strategies for Success and modules A through G starting with any module and continuing in any sequence until all seven modules are completed. Modules A through G stand alone and are not dependant upon previous training. Upon successful completion of Strategies for Success and all modules, students participate in a 160-hour externship.

## **Administrative Medical Assistant Course Descriptions:**

**Strategies for Success Course SFS001** Strategies for Success is an introductory course that is a pre-requisite for all students to successfully complete prior to beginning their subject matter course. Strategies for Success is designed to prepare students with basic skills to be successful in school, career, and life by emphasizing flexibility, critical thinking, creativity/innovation, resiliency, accountability, and leadership. In addition to life strategy skills the students will be introduced to other strategies to provide a solid foundation for success including Time Management Strategies, Study Skills, Test Taking Strategies, Learning Styles Assessment, and Basic Math/English resources.

### **Medical Office Basics AMA101**

This course is designed as a professionally-oriented introduction to the position of AMA. Appointment scheduling, daily transactions and various aspects of records management of both health and financial

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## Section F-2

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### Administrative Medical Assistant Course Descriptions

records will be presented using hands-on skill-building assignments. Students will also be introduced to the concepts of confidentiality, malpractice, medical law, and ethical conduct in the professional medical office setting. Students will gain skills with medical terminology. Instruction and hands-on practice in business correspondence, including letters, outlines, agendas, and travel itineraries, will be offered.

Students will practice keyboarding skills to increase their speed and accuracy on the computer keyboard.

#### **Anatomy & Physiology AMA102**

This course will introduce the student to insurance terminology and increase skills with medical terminology, including prefixes, root words, and suffixes. The student will learn provider and medical abbreviations and medical symbols. An in-depth study of anatomy and physiology, including anatomy and physiology, including the names, pronunciation, and locations of all body systems and their principal parts, will be offered. The student will practice keyboarding techniques to increase speed and accuracy on the computer keyboard.

#### **Information Coding AMA103**

This course develops the foundation for medical diagnosis and procedure coding. A study of the body systems is given along with specific terminology used in medical charting. The student will define insurance terms, know coding systems for professional services, describe the advantages of a standard health insurance claim form, list common errors causing claim payment delays, and define the purpose of coding. The student will be able to perform basic coding functions necessary for completion of medical insurance forms utilizing both the CPT-4 procedural code book and the ICD-9 diagnostic code book. Students will practice basic keyboarding techniques to improve their speed and accuracy. They also become familiar with essential medical terminology used in a medical office, and with professional development and job search skills emphasizing interviewing techniques.

#### **Insurance Theory AMA104**

This course provides the student the basic knowledge of insurance forms encountered in the health field through lecture as well as hands-on experience. Such forms as Universal, Worker's Compensation, Medicare, as well as HMO and PPO plans will be covered. Students will learn to obtain information from patient charts and ledgers to complete insurance forms accurately. Students will practice basic keyboarding techniques to improve their speed and accuracy. They also become familiar with essential medical and insurance terminology used in a medical office and with professional development and job search skills emphasizing the different types of applications used by employers.

#### **Medical Billing AMA105**

This course offers an office management system with hands-on experience creating and updating patients' records, entering accounts payable and receivable data, and billing medical insurance. Students will be introduced to the basics of prescription translation and pharmacology abbreviations, as well as the use of Roman numerals and military time in the medical setting. They will gain skills with medical terminology. Students will be introduced to spreadsheet software, and will practice keyboarding techniques to increase speed and accuracy on the computer keyboard.

#### **Computer Billing AMA106**

Students will learn the importance of patient billing and using Medical Manager billing software to produce invoices, and record accounts receivable information in the computer. Students are given hypothetical insurance billing situations and will use appropriate forms, codes, and procedures to process insurance claims for optimal reimbursement. Students will learn basic accounting including balancing accounts and bank deposits. Students will practice basic keyboarding techniques and become familiar with essential medical and insurance terminology used in a medical office and with professional development and job search skills emphasizing business ethics in the workplace.

situations and will use appropriate forms, codes, and procedures to process insurance claims for optimal reimbursement. Students will learn basic accounting including balancing accounts and bank

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**Section F-3**

## Administrative Medical Assistant Course Descriptions

deposits. Students will practice basic keyboarding techniques and become familiar with essential medical and insurance terminology used in a medical office and with professional development and job search skills emphasizing business ethics in the workplace.

### **Office Communications AMA107**

Students will learn the different types of office and business communications used in a medical office setting. Office ethics, automated office equipment and general office procedures are covered. Students will learn the basic commands and features of word processing software and will practice writing different types of memos, letter, and reports using basic business English. Self-esteem and human relations will also be covered in this module. Students will practice basic keyboarding techniques to improve their speed and accuracy. Students will become familiar with essential medical terminology, as well as transcription used in a medical office and professional development and job search skills emphasizing professional communication.

### **Externship AMA108**

Students will use the skills and knowledge they have acquired throughout the program and work at an off-site medical facility to gain actual experience in a medical environment.

<b>Course Code</b>	<b>Course Title</b>	<b>Lecture Hours</b>	<b>Lecture Credits</b>	<b>Lab Hours</b>	<b>Lab Credits</b>	<b>Extern Hours</b>	<b>Total Hours</b>	<b>Total Credits</b>
<b>PRE-REQUISITE</b>								
SFS001	Strategies for Success	40	4.00	0	0	0	40	4.00
<b>MODULE A</b>								
AMA101	Medical Office Basics	55	5.50	25	1.25	0	80	6.75
<b>MODULE B</b>								
AMA102	Anatomy & Physiology	55	5.50	25	1.25	0	80	6.75
<b>MODULE C</b>								
AMA103	Information Coding	55	5.50	25	1.25	0	80	6.75
<b>MODULE D</b>								
AMA104	Insurance Theory	50	5.0	30	1.50	0	80	6.50
<b>MODULE E</b>								
AMA105	Medical Billing	45	4.50	35	1.75	0	80	6.25
<b>MODULE F</b>								
AMA106	Computer Billing	45	4.50	35	1.75	0	80	6.25
<b>MODULE G</b>								
AMA107	Office Communications	55	5.50	25	1.25	0	80	6.75
AMA108	Externship					160	160	5.33
<b>TOTAL</b>		<b>400</b>	<b>40</b>	<b>200</b>	<b>10</b>	<b>160</b>	<b>760</b>	<b>55</b>

## CATALOG INSERT

Effective: September 2012

**MILAN INSTITUTE - CLOVIS**

731 W. Shaw Ave

Clovis, CA 93611

P: (559) 323-2800 F: (559) 323-2890

[www.milaninstitute.edu](http://www.milaninstitute.edu)

**CLASS START CALENDAR**

2012	Cosmetology - Day (Sat., Mon., Tues.)	Cosmetology - Day (Wed., Thurs., Fri.)	Cosmetology - Evening (Mon - Fri)	Esthetician - Day (Thurs., Fri., Sat.)	Manicurist - Day (Sat., Mon., Tues.)	Manicurist - Day (Mon., Tues., Wed.)	Manicurist - Day (Thurs., Fri., Sat.)	Administrative Medical Assistant; Massage Therapy; Medical Assisting DAY (Mon.-Thurs.)	Administrative Medical Assistant; Massage Therapy; Medical Assisting EVENING (Mon.-Thurs.)
January	01/21/12	01/11/12	01/03/12	01/26/12				01/18/12	No Start
February	02/04/12 02/19/11	02/08/12 02/22/12	02/13/12	No Start				02/15/12	02/02/12
March	03/03/12 03/17/12	03/21/12	03/05/12	03/01/12				03/15/12	03/12/12
April	04/14/12 04/28/12	04/04/12	04/16/12	04/05/12				04/12/12	04/16/12
May	05/26/12	05/02/12 05/16/12	05/07/12	05/10/12				05/10/12	05/21/12
June	06/09/12	06/13/12 06/27/12	06/18/12	06/14/12	06/30/12	06/25/12	06/28/12	06/11/12	06/26/12
July	07/14/12 07/28/12	No Start	07/16/12	07/26/12	07/28/12	07/23/12	07/26/12	07/16/12	No Start
August	08/25/12	08/01/12 08/15/12	08/27/12	08/30/12	08/18/12	08/13/12	08/16/12	08/13/12	08/07/12
September	09/08/12	09/12/12 09/26/12	09/17/12	No Start	09/15/12	09/10/12	09/13/12	09/11/12	09/12/12
October	10/06/12 10/20/12	10/24/12	10/29/12	10/04/12	10/13/12	10/08/12	10/11/12	10/09/12	10/17/12
November	11/17/12	11/07/12	11/19/12	11/08/12	11/10/12	11/05/12	11/08/12	11/06/12	11/21/12
December	12/08/12	12/12/12	No Start	12/20/12	12/15/12	12/10/12	12/13/12	12/05/12	No Start

If classes are cancelled due to extenuating circumstances, notification will be announced through the local media and a message will be placed on the school's phone system.

**2012 STUDENT HOLIDAY CALENDAR**

New Year's Day - CLOSED	1/1/2012
New Year's Day (observed) - CLOSED	1/2/2012
Martin Luther King, Jr. Day -	1/16/2012
President's Day - CLOSED	2/20/2012
Memorial Day - CLOSED	5/28/2012
Summer Break	7/1/2012 - 7/7/2012
Independence Day - CLOSED	7/4/2012
Labor Day - CLOSED	9/3/2012
Thanksgiving - CLOSED	11/22/2012 - 11/25/2012
Winter Break - (students only)	12/23/2012 - 12/31/2012
Christmas Day - CLOSED	12/25/2012

**MILAN INSTITUTE - CLOVIS, CA**

**Schedule of Tuition and Costs**

**CATALOG INSERT**

All courses are taught at 731 W Shaw Ave. Clovis, CA 93612

Day Program	Effective Date	Registration Fee	Student Tuition Recovery Fund (STRF)	Book & Supplies with Tax	State Board Exam Kit	Tuition 1st Academic Year	Tuition 2nd Academic Year	TOTAL COST	
<i>Cosmetology</i>	7/1/2012	\$100.00	\$47.50	\$2,552.95	\$125.00	\$9,098.34	\$7,076.48	<b><u>\$19,000.27</u></b>	
Evening Program	Effective Date	Registration Fee	Student Tuition Recovery Fund (STRF)	Books & Supplies with Tax	State Board Exam Kit	Tuition 1st Academic Year	Tuition 2nd Academic Year	TOTAL COST	
<i>Cosmetology</i>	7/1/2012	\$100.00	\$47.50	\$2,595.46	\$125.00	\$9,098.34	\$7,076.48	<b><u>\$19,042.78</u></b>	
Program	Effective Date	Registration Fee	Student Tuition Recovery Fund (STRF)	Books with Tax	Supplies with Tax	State Board Exam Kit	Tuition 1st Payment Period	TOTAL COST	
<i>Manicurist</i>	8/24/2012	\$100.00	\$10.00	\$668.97	\$799.31	\$45.00	\$2,365.00	<b><u>\$3,988.28</u></b>	
Program	Effective Date	Registration Fee	Student Tuition Recovery Fund (STRF)	Books with Tax	Supplies with Tax	State Board Exam Kit	Tuition 1st Payment Period	Tuition 2nd Payment Period	TOTAL COST
<i>Esthetician</i>	7/1/2012	\$100.00	\$25.00	\$774.25	\$908.39	\$95.00	\$3,827.52	\$3,827.52	<b><u>\$9,557.68</u></b>
Program	Effective Date	Registration Fee	Student Tuition Recovery Fund (STRF)	Books with Tax	Table Pkg w/tax	CPR/First Aid Fee	Tuition 1st Payment Period	Tuition 2nd Payment Period	TOTAL COST
<i>Massage Therapy</i>	7/1/2012	\$100.00	\$32.50	\$896.32	\$337.42	\$50.00	\$5,531.97	\$5,839.31	<b><u>\$12,787.52</u></b>
Program	Effective Date	Registration Fee	Student Tuition Recovery Fund (STRF)	Books with Tax	Lab Fee	CPR/First Aid Fee	Tuition 1st Payment Period	Tuition 2nd Payment Period	TOTAL COST
<i>Medical Assisting</i>	7/1/2012	\$100.00	\$32.50	\$1,211.26	\$69.00	\$50.00	\$5,567.85	\$6,186.49	<b><u>\$13,217.10</u></b>
<i>Administrative Medical</i>	7/1/2012	\$100.00	\$32.50	\$1,356.23	\$69.00	\$50.00	\$5,637.78	\$6,264.21	<b><u>\$13,509.72</u></b>
Program	Effective Date	Registration Fee	Student Tuition Recovery Fund (STRF)	Books with Tax	Tuition	TOTAL COST			
<i>Physical Fitness Trainer</i>	12/14/2012	\$100.00	\$7.50	\$943.43	\$2,149.07	<b><u>\$3,200.00</u></b>			

**Additional Cost Disclosures:**

**Massage Therapy Students** will be responsible for upkeep and maintenance of their tables and sheets for class use. Massage Therapy Students will receive sample oils upon enrollment, but will be responsible for obtaining additional oils and lotions as needed.

**Externship Students** will be responsible for their own transportation to and from the externship sites. Student cost may vary due to location of externship site and student's choice of transportation.

**Book Costs** - Program costs are subject to increase or decrease due to publisher's book pricing or upgrade of the books used in the program.

**Cosmetology and Esthetician Programs - Extended Contract Period:** If the program is not completed by the contract end date on the enrollment agreement, a fee of \$9.00 will be charged per scheduled hours remaining after the contract end date. The additional fee may be waived only with the written consent of the School upon demonstration of circumstance warranting such a waiver.

**Student Tuition Recovery Fund (STRF)**

You must pay the state-imposed assessment for the Student Tuition Recovery Fund (STRF) if all of the following applies to you:

1. You are a student in an educational program, who is a California resident, or are enrolled in a residency program, and prepay all or part of your tuition either by cash, guaranteed student loans, or personal loans, and

2. Your total charges are not paid by any third-party payer such as an employer, government program or other payer unless you have a separate agreement to repay the third party.

You are not eligible for protection from the STRF and you are not required to pay the STRF assessment, if either of the following applies:

1. You are not a California resident, or are not enrolled in a residency program, or
2. Your total charges are paid by a third party, such as an employer, government program or other payer, and you have no separate agreement to repay the third party.

The State of California created the Student Tuition Recovery Fund (STRF) to relieve or mitigate economic losses suffered by students in educational programs who are California residents, or are enrolled in residency programs attending certain schools regulated by the Bureau for Private Postsecondary Education. You may be eligible for STRF if you are a California resident, prepaid tuition, paid the STRF assessment, and suffered an economic loss as a result of any of the following:

1. The school closed before the course of instruction was completed.
2. The school's failure to pay refunds or charges on behalf of a student to a third party for license fees or any other purpose, or to provide equipment or materials for which a charge was collected within 180 days before the closure of the school.
3. The school's failure to pay or reimburse loan proceeds under a federally guaranteed student loan program as required by law or to pay or reimburse proceeds received by the school prior to closure in excess of tuition and other cost.
4. There was a material failure to comply with the Act or this Division within 30 days before the school closed or, if the material failure began earlier than 30 days prior to closure, the period determined by the Bureau.
5. An inability after diligent efforts to prosecute, prove, and collect on a judgment against the institution for a violation of the Act. However, no claim can be paid to any student without a social security number or a taxpayer identification number. Note: Authority cited: Sections 94803, 94877 and 94923, Education Code. Reference: Section 94923, Education Code.

## Catalog Staff Insert

MILAN INSTITUTE

731 West Shaw Avenue, Clovis, CA 93621

P: (559) 323-2800

F: (559) 323-2890

Effective: December 2012

[WWW.MILANINSTITUTE.EDU](http://WWW.MILANINSTITUTE.EDU)

### Administration

Main Campus School Director	Doretta Gutierrez	Career Services Coordinator	Jennifer Johnson
Branch Campus School Director	Emily Samons	Career Services Coordinator	Tonya McAllister
Dean of Education	Christina Wynne	Education Finance Advisor	Lisa Cloeters
Admission Representative	Angie Hinojosa	Education Finance Advisor	Daniel Gonzales
Admission Representative	Leticia Castaneda	Education Finance Advisor	open
Admission Representative	Joe Moreno	Education Finance Advisor	Jamie Jones
Admission Representative	Crystal Sutton	Education Finance Advisor	Tiffany York
Admission Representative	Sal Delgadillo	Customer Service Specialist	Lisa Jackson
Admission Representative	Tom Laub	Customer Service Specialist	open
Registrar	Brianna Roberts	Customer Service Specialist	Melanie Bowman
Registrar Assistant	Carrie Noggle		
Inventory Specialist	Kelli Kilgore		

### Faculty

#### **Administrative Medical Assistant and Medical Assisting Programs**

Instructor	Sylvia J. Pogue	LVN, RMA, CMAA, CPPC, BCS
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#### **Massage Therapy and Holistic Health Practitioner Programs**

Instructor	Carl Duggan	Massage Therapy Certificate- Massage Therapist since 1995
Instructor	Manuel Rebeiro	Massage Therapy Certificate - Massage Therapist since 2006
Instructor	Sylvia Avila	Massage Therapy Certificate- Massage Therapist since 2001
Instructor	Michael Greene	Massage Therapy Certificate- Massage Therapist since 2010

#### **Cosmetology, Esthetician, and Manicuring Programs**

Instructor	Heidi Levine	Licensed Cosmetologist since 1990
Instructor	Diane Gordon	Licensed Cosmetologist since 1966
Instructor	Miriam Morales	Licensed Cosmetologist since 2000
Instructor	Francis De La O	Licensed Cosmetologist since 1969
Instructor	John Gonzalez	Licensed Cosmetologist since 1991
Instructor	Irma Castro	Licensed Cosmetologist since 1992
Instructor	Sue Harold	Licensed Cosmetologist since 2001
Instructor	Marilyn Fields	Licensed Cosmetologist since 1985
Instructor	Sondra McCain	Licensed Cosmetologist since 2004
Instructor	Marissa Lozano	Licensed Cosmetologist since 2005
Instructor	Ruth Ortega	Licensed Cosmetologist since 1979
Instructor	Erin Clay	Licensed Cosmetologist since 2009
Instructor	Francesca Codianni	Licensed Cosmetologist since 1985
Instructor	Rosemary Galaviz	Licensed Cosmetologist since 1970
Instructor	Maxine Fuentes	Licensed Cosmetologist since 1983
Instructor	Michelle Garrett	Licensed Cosmetologist since 1991
Instructor	Laura Sanders	Licensed Cosmetologist since 1993

#### **Strategies for Success**

Instructor	Abla Verble
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# ADMINISTRATIVE MEDICAL ASSISTANT

OPEID 034223

CIP CODE 51.0716

CREDENTIAL LEVEL – 01 Certificate of Completion  
CALIFORNIA

## Campus Location

- MI Clovis
- MI Bakersfield

## Tuition & Fees

\$12,153.49  
n/a

## Books & Supplies

\$1,356.23  
n/a

## On Time Graduation Rate 7/1/2011-6/30/2012

n/a%

*Based on the number of students that completed the program during the most recently completed award year for which information is available divided by the number of students within normal time.*

## Accreditation Placement Rate

*Based in the formula used by the accrediting agency by program as reported on the last annual report*

- MI Clovis
- MI Bakersfield

n/a%  
n/a%

## State Placement Rate

*Based on the formula used by the state agency by program as reported on the last annual report.*

- MI Clovis
- MI Bakersfield

n/a%  
n/a%

## Median Loan Debt

*Title IV*

\$7,200.00

*Private Education Loans*

\$0.00

*Institutional Finance Plans*

\$0.00

Common Occupations	Standard Occupational Code	Summary of Standard Occupational Code Website Address
Medical Admin Assistant Medical Records and Health Info Tech	29-2071.00	<a href="http://www.onetonline.org/link/summary/29-2071.00">http://www.onetonline.org/link/summary/29-2071.00</a>
Medical Secretary	43-6013.00	<a href="http://www.onetonline.org/link/summary/43-6013.00">http://www.onetonline.org/link/summary/43-6013.00</a>
Bill and Account Collectors	43-3011.00	<a href="http://www.onetonline.org/link/summary/43-3011.00">http://www.onetonline.org/link/summary/43-3011.00</a>
Executive Secretary	43-6011.00	<a href="http://www.onetonline.org/link/summary/43-6011.00">http://www.onetonline.org/link/summary/43-6011.00</a>
Receptionist and Info Clerk	43-4171.00	<a href="http://www.onetonline.org/link/summary/43-4171.00">http://www.onetonline.org/link/summary/43-4171.00</a>
General Office Clerk	43-9061.00	<a href="http://www.onetonline.org/link/summary/43-9061.00">http://www.onetonline.org/link/summary/43-9061.00</a>

REVISED 11/1/12

# COSMETOLOGY

OPEID 034223

CIP CODE 12.0401

## CREDENTIAL LEVEL – 01 Certificate of Completion CALIFORNIA

Campus Location	Tuition & Fees	Books & Supplies
• MI Clovis	\$16,322.32	\$2,720.46
• MI Bakersfield	\$16,322.32	\$2,703.03

**On Time Graduation Rate 7/1/2011-6/30/2012** 50.56%

*Based on the number of students that completed the program during the most recently completed award year for which information is available divided by the number of students within normal time.*

### Accreditation Placement Rate

*Based in the formula used by the accrediting agency by program as reported on the last annual report*

• MI Clovis	89.01%
• MI Bakersfield	100.00%

### State Placement Rate

*Based on the formula used by the state agency by program as reported on the last annual report.*

• MI Clovis	53.23%
• MI Bakersfield	42.50%

### Median Loan Debt

<i>Title IV</i>	\$8,166.00
<i>Private Education Loans</i>	\$0.00
<i>Institutional Finance Plans</i>	\$0.00

Common Occupations	Standard Occupational Code	Summary of Standard Occupational Code Website Address
Cosmetologist, Hairstylist, Barber Stylist, Manager Stylist	39-5012.00	<a href="http://www.oneonline.org/link/summary/39-5012.00">http://www.oneonline.org/link/summary/39-5012.00</a>
Manicurist, Pedicurist, Nail Technician	39-5092.00	<a href="http://www.oneonline.org/link/summary/39-5092.00">http://www.oneonline.org/link/summary/39-5092.00</a>

REVISED 11/1/12

**ESTHETICIAN**  
**OPEID 034223**  
**CIP CODE 12.0409**  
**CREDENTIAL LEVEL – 01 Certificate of Completion**  
**CALIFORNIA**

Campus Location	Tuition & Fees	Books & Supplies
MI Clovis	\$7,780.04	\$1,777.64
MI Bakersfield	\$7,780.04	\$1,766.34

**On Time Graduation Rate 7/1/2011-6/30/2012** 71.88%

*Based on the number of students that completed the program during the most recently completed award year for which information is available divided by the number of students within normal time.*

**Accreditation Placement Rate**

*Based in the formula used by the accrediting agency by program as reported on the last annual report*

MI Clovis	92.31%
MI Bakersfield	n/a%

**State Placement Rate**

*Based on the formula used by the state agency by program as reported on the last annual report.*

MI Clovis	42.86%
MI Bakersfield	20.00%

**Median Loan Debt**

<i>Title IV</i>	\$5,979.00
<i>Private Education Loans</i>	\$0.00
<i>Institutional Finance Plans</i>	\$0.00

Common Occupations	Standard Occupational Code	Summary of Standard Occupational Code Website Address
Esthetician Aesthetician Skin Care Specialist Skin Care Therapist Spa Technician Facialist Medical Esthetician Nurse Esthetician Skin Care Technician	39-5012.00	<a href="http://www.onetonline.org/link/summary/39-5012.00">http://www.onetonline.org/link/summary/39-5012.00</a>

**REVISED 11/1/12**

# MANICURIST

OPEID 034223

CIP CODE 12.0410

## CREDENTIAL LEVEL – 01 Certificate of Completion CALIFORNIA

Campus Location	Tuition & Fees	Books & Supplies
• MI Clovis	\$2,475.00	\$1,510.28
• MI Bakersfield	\$2,465.00	\$1,503.42

### On Time Graduation Rate 7/1/2011-6/30/2012

n/a %

*Based on the number of students that completed the program during the most recently completed award year for which information is available divided by the number of students within normal time.*

### Accreditation Placement Rate

*Based in the formula used by the accrediting agency by program as reported on the last annual report*

- MI Clovis n/a %
- MI Bakersfield n/a %

### State Placement Rate

*Based on the formula used by the state agency by program as reported on the last annual report.*

- MI Clovis n/a %
- MI Bakersfield n/a %

### Median Loan Debt

<i>Title IV</i>	\$0.00
<i>Private Education Loans</i>	\$0.00
<i>Institutional Finance Plans</i>	\$0.00

Common Occupations	Standard Occupational Code	Summary of Standard Occupational Code Website Address
Manicurist, Pedicurist, Nail Technician	39-5092.00	<a href="http://www.onetonline.org/link/summary/39-5092.00">http://www.onetonline.org/link/summary/39-5092.00</a>

REVISED 11/1/12

# MASSAGE THERAPY

**OPEID -034223**

**CIP CODE 51.3501**

**CREDENTIAL LEVEL – 01 Certificate of Completion  
CALIFORNIA**

Campus Location	Tuition & Fees	Books & Supplies
MI Clovis	\$11,553.78	\$1,233.74
MI Bakersfield	\$11,553.78	\$1,245.83

**On Time Graduation Rate 7/1/2011-6/30/2012** 51.56%

*Based on the number of students that completed the program during the most recently completed award year for which information is available divided by the number of students within normal time.*

**Accreditation Placement Rate**

*Based in the formula used by the accrediting agency by program as reported on the last annual report*

MI Clovis	100%
MI Bakersfield	88.24%

**State Placement Rate**

*Based on the formula used by the state agency by program as reported on the last annual report.*

MI Clovis	100%
MI Bakersfield	21.43%

**Median Loan Debt**

<i>Title IV</i>	\$6,517.00
<i>Private Education Loans</i>	\$0.00
<i>Institutional Finance Plans</i>	\$0.00

Common Occupations	Standard Occupational Code	Summary of Standard Occupational Code Website Address
Massage Therapist Licensed Massage Therapist Certified Massage Therapist (CMT) Licensed Massage Practitioner Registered Massage Therapist Bodywork Therapist Therapeutic Massage Technician	39-5012.00	<a href="http://www.oneonline.org/link/summary/39-5012.00">http://www.oneonline.org/link/summary/39-5012.00</a>

**REVISED 11/1/12**

# MEDICAL ASSISTANT

OPEID 034223

CIP CODE 51.0801

CREDENTIAL LEVEL – 01 Certificate of Completion  
CALIFORNIA

Campus Location	Tuition & Fees	Books & Supplies
MI Clovis	\$12,005.84	\$1,211.26
MI Bakersfield	\$12,505.84	\$1,203.13

**On Time Graduation Rate 7/1/2011-6/30/2012** 7.41%

*Based on the number of students that completed the program during the most recently completed award year for which information is available divided by the number of students within normal time.*

### Accreditation Placement Rate

*Based in the formula used by the accrediting agency by program as reported on the last annual report*

MI Clovis	90%
MI Bakersfield	n/a%

### State Placement Rate

*Based on the formula used by the state agency by program as reported on the last annual report.*

MI Clovis	0%
MI Bakersfield	n/a%

### Median Loan Debt

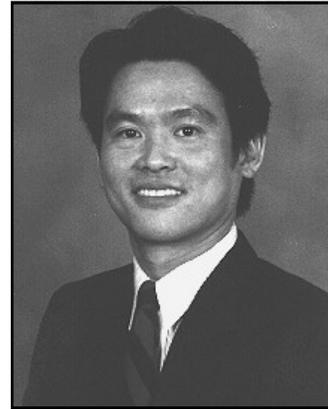
<i>Title IV</i>	\$8,907.00
<i>Private Education Loans</i>	\$0.00
<i>Institutional Finance Plans</i>	\$0.00

Common Occupations	Standard Occupational Code	Summary of Standard Occupational Code Website Address
Medical Assistants	31-9092.00	<a href="http://www.onetonline.org/link/summary/31-9092.00">http://www.onetonline.org/link/summary/31-9092.00</a>
Medical Records and Health Info Tech	29-2071.00	<a href="http://www.onetonline.org/link/summary/29-2071.00">http://www.onetonline.org/link/summary/29-2071.00</a>
Medical Secretary	43-6013.00	<a href="http://www.onetonline.org/link/summary/43-6013.00">http://www.onetonline.org/link/summary/43-6013.00</a>
Receptionist and Info Clerk	43-4171.00	<a href="http://www.onetonline.org/link/summary/43-4171.00">http://www.onetonline.org/link/summary/43-4171.00</a>

REVISED 11/1/12

# Letter from the President

## Welcome to



## in Bakersfield!

If your goal is to receive quality education and hands-on training in your chosen career, then Milan Institute is here to assist you. Our primary objective is to provide the education, training and job placement assistance that you will need to succeed in your new field.

Our faculty members offer academic credentials with years of training and/or work experience in their areas of specialization. Our administrative staff is committed to providing the individual attention every student needs. Most importantly, our team has the enthusiasm to motivate our students to increase their knowledge, skill level and employability.

We invite you to make an appointment to visit our campus and talk to one of our Admissions Representatives. We are confident that Milan Institute offers the training you need to reach your career goals.

Our reputation is based on your success.

Gary Yasuda  
President  
Amarillo College of Hairdressing, Inc.  
d/b/a Milan Institute

**Milan Institute**  
**Branch COE Campus**  
**2822 "F" Street**  
**Bakersfield, CA 93301**  
**(661) 335-5900**

**Milan Institute**  
**Main COE Campus**  
**6804 Ingram Road**  
**San Antonio, TX**  
**78238**  
**(210) 647-5100**

**Milan Institute**  
**Branch COE Campus**  
**731A West Shaw Ave.**  
**Clovis, CA 93612**  
**(559) 323-2800**

**Milan Institute**  
**Branch COE Campus**  
**1021 W. Hemingway**  
**Nampa, ID 83651**  
**(208) 461-0616**

**Milan Institute**  
**Branch COE Campus**  
**710 South Tonopah Drive**  
**Las Vegas, NV 89106**  
**(702) 671-4242**

[www.milaninstitute.edu](http://www.milaninstitute.edu)

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As a prospective student, you are encouraged to review this catalog prior to signing an enrollment agreement. You are also encouraged to review the School Performance Fact Sheet, which must be provided to you prior to signing an enrollment agreement.

Any questions a student may have regarding this catalog that have not been satisfactorily answered by the institution may be directed to the Bureau for Private Postsecondary Education at 2535 Capitol Oaks Drive, Suite 400, Sacramento, CA 95833, [www.bppe.ca.gov](http://www.bppe.ca.gov) toll-free telephone number (888) 370-7589 or by fax (916) 263-1897

**Please note, not all programs are offered at each location, or may not be offered at this time.**

The information in this catalog is true and correct to the best of my knowledge.



Gary Yasuda, President  
Amarillo College of Hairdressing, Inc.  
d/b/a Milan Institute

**Effective July 2012 - June 2013**

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## PHILOSOPHY

Milan Institute recognizes that people attend college for a variety of reasons—from increasing their knowledge to enhancing their skills and employability. Our mission is to meet the needs of students and employers by offering quality short term educational programs in career fields with solid growth potential.

## OBJECTIVES

The principal objective of Milan Institute is to promote a high level of distinction in its faculty, students and educational programs. Only through quality training will the school produce graduates of all courses who will not only be successful, but will also be of service to their community. The course of study and activities are designed to provide a solid foundation from which our graduates may take advantage of the many opportunities available in the worlds of cosmetology, business and health. We understand our obligation to our students, alumni, and community, and constantly seek more effective ways to meet these commitments.

## HISTORY

**May 1968:** Jess Prince purchased Amarillo College of Hairdressing.

**May 1988:** Amarillo College of Hairdressing moved to its current location at 2400 East 27th Avenue, Amarillo, TX 79103. Mr. Prince was president of the Texas Association of Cosmetology Schools. He was a salon owner for 27 years and a school owner for 32 years.

**1993:** Robert and Mary Fikes opened Fikes Beauty Academy located at 8004 Crosscreek, San Antonio, TX 78218.

**1996:** Bich-Ha, Luan Nguyen, Ann Vasquez, and Rosie Vasquez-Moncada opened Texas Beauty College on Loop 410 in San Antonio, TX.

**November 1999:** Michael and Linda Gore purchased Everett Beauty Academy.

**January 2002:** Gary Yasuda and James M. Yasuda purchased Amarillo College of Hairdressing, Inc. from Mr. Prince. The Yasudas own and operate private postsecondary schools in Texas, Idaho, Washington, Nevada, and California. The Yasudas changed the school name from Amarillo College of Hairdressing to Amarillo College of Beauty.

**November 2003:** Amarillo College of Hairdressing, Inc. purchased Fikes Beauty Academy as a main campus.

**November 2003:** Amarillo College of Hairdressing, Inc. changed the school name from Fikes Beauty Academy to Texas Beauty College.

**January 2004:** Amarillo College of Hairdressing, Inc. purchased Texas Beauty College on Loop 410 in San Antonio, TX as a main campus.

**January 2005:** Amarillo College of Hairdressing, Inc. purchased Everett Beauty Academy as a main campus.

**March 2005:** Amarillo College of Hairdressing, Inc. changed the school name from Texas Beauty College located on Loop 410 in San Antonio, TX to Milan Institute of Cosmetology.

**March 2005:** Amarillo College of Hairdressing, Inc. changed the school name from Everett Beauty Academy to Milan Institute of Cosmetology

**March 2005:** Texas Beauty College moved from 8004 Crosscreek to its current location at 5403 A Walzem Rd., San Antonio, TX 78218.

**March 2005:** Amarillo College of Hairdressing, Inc. changed the school names from Amarillo College of Beauty and Texas Beauty College located on 5403 Walzem Rd., San Antonio, TX 78218 to Milan Institute of Cosmetology.

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**December 2005:** Amarillo College of Hairdressing, Inc. d/b/a Milan Institute opened a branch campus at 731 A West Shaw Avenue, Clovis, CA 93612.

**October 2006:** Amarillo College of Hairdressing, Inc. d/b/a Milan Institute of Cosmetology opened a branch campus at 605 SW Military Drive, San Antonio, TX 78221.

**August 2007:** Amarillo College of Hairdressing, Inc. d/b/a Milan Intitute of Cosmetology opened a branch campus at 934 Missouri Street, Fairfield, CA 94533.

**January 2008:** Amarillo College of Hairdressing, Inc. d/b/a Milan Intitute of Cosmetology opened a branch campus at 3238 South Fairway, Visalia, CA 93277.

**April 2008:** Amarillo College of Hairdressing, Inc. d/b/a Milan Institute of Cosmetology opened a branch campus at 1050 Matley Lane, Reno, NV 89502.

**September 2008:** Amarillo College of Hairdressing, Inc. d/b/a Milan Institute opened a branch campus at 2150 John Glenn Drive, Concord, CA 94520

**January 2009:** James M. Yasuda, O.D., retired from ACH, Inc.

**May 2009:** Amarillo College of Hairdressing, Inc. d/b/a Milan Institute opened a branch campus at 2822 "F" Street, Bakersfield, CA 93301.

**August 2010:** Amarillo College of Hairdressing, Inc. d/b/a Milan Institute of Cosmetology opened a branch campus at 1580 George Dieter #207, El Paso, TX 79936.

**August 2010:** Amarillo College of Hairdressing, Inc. d/b/a Milan Institute opened a branch campus at 1021 W. Hemingway, Nampa, ID 83651.

**January 2012:** Golden State Business College, Inc. d/b/a Milan Institute and Academy of Court Reporting, Inc. d/b/a Milan Institute merged with Amarillo College of Hairdressing, Inc. d/b/a Milan Institute and Milan Institute of Cosmetology.

#### **GOVERNING BODY**

Amarillo College of Hairdressing, Inc., a Texas Corporation and Gary Yasuda, President own Milan Institute and Milan Institute of Cosmetology.

#### **APPROVALS AND ACCREDITATION**

Amarillo College of Hairdressing, Inc., d/b/a Milan Institute, is licensed by the:

**Board of Barbering and Cosmetology (BBC)**

P.O. Box 944226  
Sacramento, CA 94244  
(916) 445-0713

Amarillo College of Hairdressing, Inc., d/b/a Milan Institute, is accredited by the:

**Council on Occupational Education (COE)**

7840 Roswell Road, Building 300, Suite 325  
Atlanta, GA 30350  
(770) 396-3898

#### **STATE OF CALIFORNIA**

Amarillo College of Hairdressing, Inc., d/b/a Milan Institute and Milan Institute of Cosmetology is a private institution with approval to operate in the State of California based on provisions of the California Private Postsecondary Education Act (CPPEA) of 2009, which is effective January 1, 2010. Milan Institute in Clovis, CA and Milan Institute in Bakersfield, CA under Section 94802(a) of CPPEA, under Section 94890(a)(1) of CPPEA, will by operation of law, be approved to operate by

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means of accreditation until December 31, 2015. The act is administered by the Bureau for Private Postsecondary Education, under the Department of Consumer Affairs.

**Bureau for Private Postsecondary Education**

P.O. Box 980818

West Sacramento, CA 95798

(916) 574-7774

**RECOGNITION**

**U.S. Department of Education**

Milan Institute is authorized to participate in Title IV programs for student financial aid assistance per the Higher Education Act of 1965, as amended by the U.S. Department of Education.

**MEMBERSHIPS**

Milan Institute or its faculty hold memberships in the following organizations: California Association of Private Postsecondary Schools, California Association of Student Financial Aid Administrators, American Massage Therapy Association (School Member) and is a Nationally Accredited Member of the Better Business Bureau.

**BANKRUPTCY STATEMENT**

The Milan Institute has never filed a bankruptcy petition, operated as a debtor in possession or had a petition of bankruptcy filed against it under Federal law.

**NOTICE CONCERNING TRANSFERABILITY OF CREDITS AND CREDENTIALS EARNED AT OUR INSTITUTION**

The transferability of credits you earn at Milan Institute is at the complete discretion of an institution to which you may seek to transfer. Acceptance of the certificate you earn at Milan Institute is also at the complete discretion of the institution to which you may seek to transfer. If the credits or certificate that you earn at this institution is not accepted at the institution to which you seek to transfer, you may be required to repeat some or all of your coursework at that institution. For this reason you should make certain that your attendance at this institution will meet your education goals. This may include contacting an institution to which you may seek to transfer after attending Milan Institute to determine if your certificate will transfer.

Milan Institute has not entered into any articulation agreements or relationships with educational entities.

**SCHOOL FACILITY**

The Milan Institute located at 2822 "F" Street, Bakersfield, CA 93301 consists of 14,000 sq. ft. Instruction is in residence, with facility occupancy level accommodating 350 people. Milan Institute facilities include separate classrooms, clinic floors with beginning and advanced sections, dispensary, locker area, break room, and administrative offices.

**STUDENT HOUSING**

Student housing is not available on campus. There are multiple housing units available in the community, and students will need to make their own housing and boarding arrangements.

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## CHANGES BY THE SCHOOL

To maintain an innovative approach to continuing education, Milan Institute reviews its policies and curriculum periodically and makes necessary revisions.

Milan Institute reserves the right to change the programs offered, start dates, tuition rates, fees, admission policies, attendance requirements, and other rules concerning the school. These changes will follow the regulations of government agencies which monitor the school.

Changes made after publication of this catalog will be added as addenda to the back of this catalog. The school expects its students to have knowledge of the information presented in this catalog and in other school publications, notices and updates.

## ADMISSIONS POLICY

Admission into the school's Medical Assisting programs requires the prospective student have a High School Diploma or a General Education Diploma (GED), or be at least 18 years of age and pass an approved USDOE ability to benefit test.

Admission into the school's Massage Therapy program requires that the prospective student be at least 18 years of age, and have a High School diploma, or General Education Diploma (GED), or pass an approved USDOE ability to benefit test. Due to the nature of the massage therapy field any student that has been convicted of a crime that is of sexual nature will be denied admission into the program.

Admission into the school's Cosmetology, Esthetician and Manicurist programs requires that the prospective student have a high diploma/GED or be at the age of 18 and have completed the 10<sup>th</sup> grade or its equivalent. A copy of the high school transcript or diploma or pass the USDOE ability to benefit test at the 10th grade level or higher will be required.

Prospective students currently attending secondary education are not eligible for enrollment. All applicants must present a valid government issued ID and social security card.

All applicants must demonstrate an ability to benefit from continuing education in his or her chosen field by passing the Wonderlic Scholastic Level Exam (SLE) administered by the school. SLE testing will demonstrate the level of English proficiency required for each program. Upon successful completion of the exam, the applicant may be considered for enrollment. The minimum passing Wonderlic scores for each program are shown below:

Program	Minimum Score
Esthetician	15
Cosmetology	13
Manicurist	13
Massage Therapy	14
Medical Assisting	13

See Addendum effective 8/17/12

In addition to the institution's entrance evaluation, the Department of Education regulations require all non-high school graduates or recognized equivalent applying for postsecondary training programs must pass an approved test to qualify for Title IV Federal financial assistance.

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Admission procedures include individual advising, explanation of course descriptions, admission test, appointment with financial aid, enrollment, and orientation to the school regarding the policies, regulations and requirements for the various classes.

Each application, along with other information, is reviewed by a member of the school's Enrollment Review Board. If the applicant is accepted, he or she is notified immediately and may begin the enrollment process. If an applicant is not accepted, the applicant is notified immediately.

Upon acceptance and before entering classes, the applicant must complete an enrollment agreement. This agreement details the prospective student's and the school's obligations. The final decision to admit an applicant rests with the school's administration.

Transfer students will receive credit for certified hours received from other schools or states according to state law, and their program will be shortened and tuition will be adjusted accordingly. Milan Institute does not recruit students already attending or admitted to another school offering a similar program of study.

#### **ENGLISH ONLY**

Milan Institute does not offer visa services to prospective students from other countries or English language services. Milan Institute does not offer English as a Second Language instruction. All instruction occurs in English.

#### **SCHOOL CALENDAR**

Qualified persons may enroll on any date the school's admissions office is open. New classes begin on a regularly scheduled basis. Actual start dates for the year may be obtained by contacting the school administration.

#### **ADVISING**

All faculty and staff are available to meet with students concerning their academic progress. The school gives the student personalized, friendly vocational guidance and helps with achievement goals, aptitude evaluation, assistance in financial arrangements, scheduling training hours, and government-approved programs. Academic Review meetings are also available to address special matters. The Academic Review Committee is composed of the school director, dean, program coordinators, financial aid officers, and instructors. The school refers students to outside agencies when the student requests assistance.

#### **DRUG AWARENESS**

Milan Institute maintains a drug-free campus and work place. Milan Institute maintains a list of community drug rehabilitation centers that specialize in drug abuse treatment where, if help is needed, the student or employee may receive help. Milan Institute **will not tolerate** any illegal drugs or alcohol being used on the campus. The school refers students to outside agencies when the student requests assistance. The school complies with Section 487 (a) (10) of the Higher Education Act, Amendments of 1986, concerning drug abuse prevention programs for students.

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## **TUITION POLICY**

It is the policy of the school that all tuition and fees are due and payable on the first day of attendance. Students must make other payment arrangements in advance of the first day of class with school officials. The school accepts payments in cash, check, MasterCard and Visa. Prices are subject to change.

## **PROGRAM HOUR MEASUREMENT**

For academic purposes, the institution follows the Carnegie clock-to- quarter credit hour conversion. For lecture, one quarter credit is equal to 10 clock hours, for laboratory, one quarter credit is equal to 20 clock hours, and for externship/internship, one quarter credit is equal to 30 clock hours. Each program is defined by its individual academic requirements, which are listed on the program description section of this catalog.

For Title IV Financial Aid purposes, an academic year is equivalent to 36 quarter credits and is a minimum of 30 weeks or 900 clock hours and is a minimum of 26 weeks. The institution complies with Federal requirements for clock-to-credit hour conversions which may be different from those required for academic purposes. The method for converting clock hours to credit hours for lecture, laboratory, and/or externship/internship is one credit hour is equal to 20 clock hours. In some cases programs are required to be measured in clock hours for federal financial aid purposes which include: 1) *when the program is required to measure student progress in clock hours when receiving federal or state approval or licensure to offer the program; and/or 2) completing clock hours is a requirement for graduates to apply for licensure or the authorization to practice the occupation that the student is intending to pursue.*

## **STUDENT TUITION RECOVERY FUND (STRF)**

You must pay the state-imposed assessment for the Student Tuition Recovery Fund (STRF) if all of the following applies to you:

1. You are a student in an educational program, who is a California resident, or are enrolled in a residency program, and prepay all or part of your tuition either by cash, guaranteed student loans, or personal loans, and
2. Your total charges are not paid by any third-party such as an employer, government program or other payer unless you have a separate agreement to repay the third party.

You are not eligible for protection from the STRF and you are not required to pay the STRF assessment, if either of the following applies:

1. You are not a California resident, or are not enrolled in a residency program, or
2. Your total charges are paid by a third party, such as an employer, government program or other payer, and you have no separate agreement to repay the third party.

## **SCHOLARSHIP STATEMENT**

### *Graduate Scholarship*

A graduate from Amarillo College of Hairdressing, Inc. is eligible for a \$1,000.00 tuition scholarship upon enrolling in a subsequent program with a minimum of 600 hours, (except for the Cosmetology Instructor program). For programs with less than 600 hours, a graduate is eligible for a \$200.00

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scholarship. A graduate enrolling into a Cosmetology Instructor program is eligible for a \$500.00 tuition scholarship.

#### *GED Scholarship*

A \$1,000.00 GED Scholarship is available to all first year students entering a program offered at Milan Institute or Milan Institute of Cosmetology, who have successfully completed their GED Program within the last twelve months. Applications must be submitted to the Education Finance Advisor 30 days prior to entering the program, for consideration by a campus scholarship review committee. Recipient selection is based on an interview, application, essay, and letter of recommendation. GED test scores may also be considered in the application review process. Scholarship awards will be applied to the student's direct educational cost upon completion of their program.

#### *Performance Scholarship*

Those Cosmetology students in good academic standing and that have maintained a 98% accumulative attendance each month until the end of each academic year will be eligible for the Performance Scholarship award. The institution will award students in the Cosmetology program meeting the scholarship criteria with a tuition voucher in the amount of \$500 for each academic year.

### **FINANCIAL AID**

Student Financial Aid is assistance which helps pay the cost of education. Funds included in this aid may be provided from several sources, including federal, state and private agencies. Most financial aid recipients receive a combination "package" comprised of more than one type of assistance program.

To begin the process of applying for most aid programs, including grants and loans, students must first complete the Free Application for Federal Student Aid (FAFSA). This document is the primary resource for establishing eligibility for need-based aid at this institution. Grant aid is money that does not have to be repaid. Loan assistance includes borrowed money that will be repaid by the applicant.

The school participates in Title IV Federal Financial Assistance programs under authorization of the U.S. Department of Education, Office of Student Financial Assistance. Any student interested in obtaining Federal Aid should visit or call the financial aid office and request a Student Financial aid Guide or visit [www.studentaid.ed.gov](http://www.studentaid.ed.gov) to view online federal assistance publications. All consumer information that is required to be disclosed pursuant to applicable financial aid programs is provided.

Title IV assistance may include grant aid from the Federal PELL Program and/or self help aid in the form of Direct Loans.

The information provided above and in referenced materials is not a guarantee of financial assistance. Individual need and circumstance must be evaluated to determine aid program eligibility. This need will be determined with and comply by all applicable federal, state and accreditation regulations.

If a student obtains a loan to pay for an educational program, the student will have the responsibility

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to replay the full amount of the loan plus interest, less the amount of any refund. If the student has received federal student financial aid funds, the student is entitled to a refund of the moneys not paid from federal student financial aid program funds.

### **METHODS OF DISBURSEMENT**

All Federal financial assistance awarded by the school is disbursed according to Federal regulations.

### **DELINQUENT TUITION**

The student is charged a \$10.00 late fee for payments received 10 days after the due date. Any student who is delinquent in payments to the school may be suspended or terminated from school, at the discretion of the administration, until the school receives payment or the student makes written payment arrangements acceptable to the school. Students are advised during the exit interview. If an amount is due, a payment schedule is arranged. If a student does not follow the payment guidelines, after 90 days his/her account will be turned over to the Corporation's collection agency. The student will be responsible for all costs associated with collection.

### **STUDENT'S RIGHT TO CANCEL**

#### **ALL PROGRAMS EXCEPT COSMETOLOGY**

The student has the right to cancel the agreement for a course of instruction, including any equipment such as books, materials and supplies or any other goods and services included in the agreement, until midnight of the fourteen *calendar (14) day* after the first class the student attends. If the Enrollment Agreement is cancelled, the school will refund the student any money he/she paid, less the registration fee not to exceed \$250., and less any deduction for equipment not returned in good condition, (does not include equipment that a seal is broken, log-on occurred, or is marked or damaged in any way) within 45 days after the notice is received. If you do not return equipment to the school, the school shall deduct the cost of the equipment (as specified on the Course Cost Addendum B) from the amount of the refund.

#### **COSMETOLOGY PROGRAM ONLY**

The student has the right to cancel the agreement for a course of instruction, including any equipment such as books, materials and supplies or any other goods and services included in the agreement, until midnight of the *twenty-first calendar (21) day* after the first class the student attends. If the Enrollment Agreement is cancelled, the school will refund the student any money he/she paid, less the registration fee not to exceed \$250., and less any deduction for equipment not returned in good condition, (does not include equipment that a seal is broken, log-on occurred, or is marked or damaged in any way) within 45 days after the notice is received. If you do not return equipment to the school, the school shall deduct the cost of the equipment (as specified on the Course Cost Addendum B) from the amount of the refund.

Cancellation shall occur when the student gives written notice of cancellation to the school. The notice of cancellation need not take any particular form and, however expressed, it is effective if it shows the student no longer wishes to be bound by the agreement.

### **REFUND POLICY**

The student has the right to withdraw from the course of instruction at any time. If the student withdraws from the course after the period allowed for cancellation of the agreement stated above, he/she will receive a pro-rata refund of the amount being charged if he/she has completed 60% or less of the period of attendance being charged. The amount of that refund is to be "pro-rated" according to the portion of

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the period of attendance not completed, less the cost of any equipment returned in good condition and a registration fee not to exceed \$250. to be paid within 45 days of withdrawal. If the student obtains equipment, as specified in the agreement as a separate charge, and returns it in good condition (does not include equipment that a seal is broken, log-on occurred, or is marked or damaged in any way) within 45 days following the date of your withdrawal, the school shall refund the charge for the equipment paid by the student. If the student fails to return the equipment in good condition, allowing for reasonable wear and tear, within this 45-day period, the school may offset against the refund of the documented cost to the school of the equipment. The student shall be liable for the amount, if any, by which the documented cost of the equipment exceeds the pro-rated refund amount. The documented cost of the equipment may be less than the amount charged, and the amount the school has charged in the contract. For a list of these charges, see Addendum B of the Enrollment Agreement. If the amount that the student has paid is more than the amount that is owed for the time of attendance, then a refund will be made within 45 days after the date of withdrawal. If the amount that is owed is more than the amount that has been paid, then the student must make arrangements to pay it.

#### **RETURN OF TITLE IV FUNDS**

The Return of Title IV Funds policy is based on "Earned" and "Unearned" aid at the time of withdrawal from the program. The school must determine how much "unearned" aid must be returned by the school and by the student.

Based on the formula set by the Federal Government for calculating the Return of Title IV funds, both the school and the student may be responsible for returning federal funds to their source. Keep in mind that the Return of Title IV funds calculation is separate from the school's refund policy. Please refer to the Student Financial Aid Consumer Information available from the school's financial aid department.

#### **STUDENT FILES**

The information in student files is confidential. A student's right to inspect these records is in accordance with the Family Educational Rights and Privacy Act of 1974, Public Law 93-380, as amended. Generally, we must have written permission from the student, parent or guardian before releasing any information from the student's financial aid record. However, the law allows us to disclose records, without consent, to the following:

A school MAY disclose education records without consent when:

- The disclosure is to school officials who have been determined to have legitimate educational interests as set forth in the institution's annual notification of rights to students;
  - The student is seeking or intending to enroll in another school;
  - The disclosure is to state or local educational authorities auditing or enforcing Federal or State supported education programs or enforcing Federal laws which relate to those programs;
  - The disclosure is to the parents of a student who is a dependent for income tax purposes;
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- The disclosure is in connection with determining eligibility, amounts, and terms for financial aid or enforcing the terms and conditions of financial aid;
- The disclosure is pursuant to a lawfully issued court order or subpoena; or

The information disclosed has been appropriately designated as directory information by the school. At its discretion, the institution may provide directory information in accordance with the provisions of the Act to include the following:

- Name
- Home address
- Home telephone number
- Major field of study
- Dates of attendance
- Degrees and awards received

Students may withhold directory information by notifying the Office of the Registrar in writing in accordance with the procedures contained in the public notice designating directory information.

The school will provide the proper supervision and interpretation of the student records when they are being reviewed.

Student records will be maintained at the school site for five years from the last date of attendance. Transcripts are maintained permanently.

#### **VERIFICATION OF ATTENDANCE/TRANSCRIPTS**

Graduates requiring official verification of attendance or transcripts to be sent to other educational institutions must submit such a request in writing. Allow 30 days for the verification of attendance or the transcript to be sent. A complete academic transcript and certificate of completion will not be sent if a student has not met his/her financial obligations with Milan Institute.

#### **GRIEVANCE POLICY**

When problems arise, students should make every attempt to resolve the issue by following the formal

complaint procedure. The procedure is as follows:

1. Contact the instructor in charge to resolve the problem or complaint.
  2. If the issue can not be resolved with the instructor, contact the dean of education to schedule a meeting to discuss the concern.
  3. If a solution can not be reached with the dean, the dean will schedule a meeting with the school director to include the student, dean, and school director.
  4. If a mutual solution can not be reached with the school director and dean, the student should submit a written complaint to the school's grievance committee. The committee will meet within 10 days of receipt of the letter to review the complaint. A letter will be sent to the complainant with the committee's decision and/or resolution. The committee is composed of at least one member from each of the following departments:
    - a. Education
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- b. Financial Aid
  - c. Administration
5. The student has the right to appeal the decision of the committee and submit the complaint letter to the President of the Amarillo College of Hairdressing, Inc. located at 1720 W. Walnut Avenue, Visalia, CA 93277; Email: Comments@milaninstitute.edu; Fax: (559) 733-7831; Phone: (559) 735-3818 ext. 1012. The President's decision will be communicated to the student.
  6. The student has the right to appeal the decision of the President and submit the complaint letter to the school's state agencies and/or accrediting agency.
    - a. The school's accrediting agency for all programs is the Council on Occupational Education (COE) located at 7840 Roswell Road, Building 300, Suite 325, Atlanta, GA 30350, Phone: (770) 396-3898.
    - b. A student or any member of the public may file a complaint about this institution with the Bureau for Private Postsecondary Education by calling (888) 370-7589 toll-free or by completing a complaint form, which can be obtained on the bureau's internet web site [www.bppe.ca.gov](http://www.bppe.ca.gov).
    - c. The school has an additional state agency for cosmetology-related programs, the Board of Barbering and Cosmetology (BBC), P.O. Box 944226, Sacramento, CA, 94244, Phone (800) 952-5210.

## **NONDISCRIMINATION**

Students are admitted, trained, and referred for employment without regard to age, race, color, creed, handicap, ethnic origin, gender, sex, sexual orientation, political affiliation, religion, or belief. No special services are provided for handicapped students. However, all doors, hallways, pay telephones, and restroom facilities are in compliance with standards for ADA access existing at the time of their construction or installation. Students are encouraged to visit the campus to determine its ability to meet their special needs. Students may discuss additional assistance they may require with the school director, who will attempt to assist them.

## **STUDENTS WITH DISABILITIES**

Milan Institute is committed to providing reasonable accommodations, including appropriate auxiliary aids and services, to qualified individuals with a disability, unless providing such accommodations would result in an undue burden or fundamentally alter the nature of the programs offered by Milan Institute.

Students requesting auxiliary aid and services must submit an Application for Auxiliary Aid, including supporting documentation, to the School Director. Applications must be submitted at least two weeks before classes commence, or as soon as possible. Supporting documentation must be in the form of a documented physical, medical, or psychological condition which has been verified by a professional. Delays in submission of all required documentation will delay a decision regarding the request for accommodation.

Decisions are made to grant or deny requests for accommodations within ten (10) business days of receipt of all requested documentation.

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Upon approval of the request, the Campus Director and Dean of Education will develop a plan to meet the student's needs. The plan may include academic accommodations such as a reduced course load, interpreters, note takers or laboratory assistants and modifications for instructional methods.

Disagreements regarding an appropriate auxiliary aid and alleged violations of this policy should be directed to the Corporate Compliance department via email at [comments@milaninstitute.edu](mailto:comments@milaninstitute.edu), or by calling (559) 735-3818 ext 1012.

### **STUDENT PHOTO RELEASE**

Students attending Milan Institute give the school the absolute right and permission to take photographs and/or video of the students in class, in clinic or in lab for advertising, trade publications and/or any other lawful practice.

### **COPYRIGHT INFRINGEMENT POLICY**

Compliance with federal copyright law is expected of all students. "Copyright" is legal protection for creative intellectual works, which is broadly interpreted to cover just about any expression of an idea. Text (including email and web information), graphics, art, photographs, music, and software are examples of types of work protected by copyright. The creator of the work, or sometimes the person who hired the creator, is the initial copyright owner.

You may "use" all or part of a copyrighted work only if (a) you have the copyright owner's permission, or (b) you qualify for a legal exception (the most common exception is called "fair use"). "Use" of a work is defined for copyright purposes as copying, distributing, making derivative works, publicly displaying, or publicly performing the work.

Copying, distributing, downloading, and uploading information on the Internet may infringe the copyright for that information. Even an innocent, unintentional infringement violates the law. Violations of copyright law that occur on or over the school's networks or other computer resources may create liability for the school as well as the computer user.

Students who violate Copyright Infringement Policy are subject to disciplinary action, including suspension and termination.

#### **Summary of Civil and Criminal Penalties for Violation of Federal Copyright Laws:**

Copyright infringement is the act of exercising, without permission or legal authority, one or more of the exclusive rights granted to the copyright owner under section 106 of the Copyright Act (Title 17 of the United States Code). These rights include the right to reproduce or distribute a copyrighted work. In the file-sharing context, downloading or uploading substantial parts of a copyrighted work without authority constitutes an infringement.

Penalties for copyright infringement include civil and criminal penalties. In general, anyone found liable for civil copyright infringement may be ordered to pay either actual damages or "statutory" damages affixed at not less than \$750 and not more than \$30,000 per work infringed. For "willful" infringement, a court may award up to \$150,000 per work infringed. A court can, in its discretion, also assess costs and attorneys' fees. For details, see Title 17, United States Code, Sections 504, 505.

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Willful copyright infringement can also result in criminal penalties, including imprisonment of up to five years and fines of up to \$250,000 per offense.

### **VETERANS AND ELIGIBLE PERSONS RECEIVING EDUCATIONAL BENEFITS**

In addition to the standard policies in this catalog, the following applies to veterans and eligible persons receiving education benefits. Refer to the appropriate sections of this catalog for complete Transfer of Credit Policy; Satisfactory Academic Progress; and Attendance policies.

#### **Transfer of Credit Policy – Allied Health Programs**

For veterans and eligible persons this institution will evaluate all previous education and training, grant credit when appropriate, reduce the length of the program proportionately, and keep prior transcripts and their evaluation on file.

#### **Satisfactory Academic Progress**

As with regular students, when progress of a student is unsatisfactory for an evaluation period, the student will be placed on financial aid warning. If, however, during the next progress period the student's progress is still unsatisfactory, VA will be promptly notified and student benefits will be suspended.

#### **Attendance Probation**

As with regular students, when progress is unsatisfactory, the student will be placed on probation for one month with the opportunity to meet minimum standards. At the end of this one month probationary period, if the student has not satisfied the specific requirements, the student may be placed on a secondary probationary period. VA will be promptly notified and student benefits will be suspended.

#### **Leave of Absence**

Students receiving veterans educational benefits will be reported to the Department of Veterans Affairs upon taking a leave of absence. They may be re-enrolled for educational benefits upon return to class.

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# COSMETOLOGY INFORMATION

**AN INVESTMENT IN BEAUTY PAYS**

If you want a career in cosmetology, this is the right choice for you. The exciting, ever changing world of cosmetology will always be a source of professional and financial rewards. The outlook for the profession has never been better, with women today striving to achieve the "Total Look," and more men are taking advantage of the salon scene and benefiting from style cuts, perms, manicures, and color. The work of the cosmetologist is challenging and very rewarding, with a very high income potential that can soon place you at a professional earning level. Since most salons pay on a commission basis, there is no ceiling on income in the cosmetology profession. Management presents even greater challenges, and salon ownership offers a sense of pride that every small business owner enjoys.

The choice of a lifetime career is one of the most important decisions you will ever make. To find out more about a career in cosmetology, how to become a part of this exciting profession and other information about Milan Institute, please read this catalog carefully.

**ADVISORY BOARD**

The advisory board is composed of members chosen as experts in one or more specialized areas. These advisors serve as guest lecturers, perform demonstrations, judge competitions, and meet with faculty and students. Based on their years of experience as successful owners, managers, and self-employed professionals, they are an invaluable source of up-to-date information on advances in our field.

**FACULTY**

Milan Institute staff members are experienced cosmetology instructors. In addition to meeting the educational requirements for licensing, each instructor has been thoroughly trained in the contemporary methods of hairstyling and techniques of hair design. A list of our faculty members can be found in the catalog insert.

**STUDENT RATIO**

One instructor per twenty-five students on campus.

**ORIENTATION**

New students are required to attend an orientation prior to the class start date. This meeting is to welcome new students and introduce them to the school's policies and procedures. During orientation many topics are discussed, including: school rules, regulations, financial aid questions, state board exams, grading, attendance, theory classes, clinic floor work, satisfactory progress, and project completions. Students are also given the opportunity to meet instructors, school staff, and other students and to ask questions about their training programs.

**ENROLLMENT TIME**

Enrollment time is defined as the time elapsed between the actual starting date and the date of the student's last day of physical attendance in school. Any monies due the applicant or student shall be refunded within forty five (45) days from the withdrawal date, or in the case of a leave of absence, the earlier of the documented date of scheduled return or the date the student notifies the institution that he/she will not be returning.

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**WITHDRAWAL**

For the purpose of determining a refund, you are deemed to have withdrawn from a course of instruction when any of the following occur: (1) you notify the school of your withdrawal or of the date of your withdrawal, whichever is later; (2) the school withdraws your enrollment for failure to maintain satisfactory progress; failure to abide by the rules and regulations of the institution; failure to meet financial obligations to the school; failure to return from a leave of absence.; (3) after ten consecutive days of absence; (4) the date of withdrawal shall be the earlier of the date of expiration of the leave of absence or the date the student notifies the institution that the student will not be returning.

**SATISFACTORY ACADEMIC PROGRESS POLICY**

All students are evaluated for satisfactory academic progress at the end of the first payment period or midpoint of the program or academic year, and at the end of the program or academic year.

**Clock Hour Program**

The student's academic progress is evaluated at the point the student successfully completes the required clock hours for that payment period. Students must maintain (1) an accumulative grade point average of 2.0, and (2) an attendance rate of 85% of the scheduled hours.

To successfully complete a program the student must complete 100% of the program requirements within no more than 150% of the program length, measured in scheduled hours.

Students who meet the minimum requirements for attendance and academic performance are considered to be making satisfactory progress until the next scheduled evaluation.

**Grading**

The school uses a four –point scale to determine academic standing according to the following grading chart:

90 - 100% = A = 4.0

80 - 89% = B = 3.0

70 - 79% = C = 2.0

60 -- 69% = D = 1.0

Below 60% = F = 0.0

"I" = Incomplete

Students receiving an incomplete will have two weeks from the end of the academic module to complete the required course work which will lead to the removal of the incomplete grade.

**Incomplete Grades**

An incomplete grade ("I") will not be computed in the student's grade point average if the completed work is finished within the time frame specified in the grading policy. If the incomplete work is not finished within this time frame, the incomplete grade "I" will revert to a letter grade based on an averaging of the grades achieved on all course work previously completed in the course. Incomplete courses will count toward courses attempted for the maximum time frame calculation for Academic Progress.

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**Course Repetition**

Students are allowed to repeat a failed class one time, as long as completion does not exceed the maximum time frame of one and a half times the total program length. The highest grade received in the class will be issued to calculate the GPA. Students are also allowed one change of program during an academic year.

Students can receive financial aid for course repetition as long as the repeated coursework does not represent more than one repetition of a previously passed course, or a repetition of a previously passed course due to the student failing other coursework.

**Grades of I (incomplete), and F (Failing) are not considered to be completed credits, however they do count as attempted credits in the progress calculation. Transfer hours and credits are accepted toward completion of a student's program as both hours/credits attempted and hours/credits completed.**

**Consequences of Failure to Meet Satisfactory Academic Progress Standards**

A student failing to meet the minimum satisfactory progress listed above will be placed on a *Financial Aid Warning* for one evaluation period with the opportunity to meet minimum standards. If at the end of this *Financial Aid Warning* period the student has not satisfied the minimum requirements as outlined, the student will lose their eligibility for financial aid. To regain financial aid eligibility after this point, the student must make an appeal. After a successful appeal the student will be placed on *SAP Probation* status for one evaluation period as long as satisfactory academic progress standards can be met by the end of the subsequent evaluation period. If the student fails to meet the terms of the *SAP Probation* the student will lose financial aid eligibility.

While on a *Financial Aid Warning* or *SAP Probation* the student remains eligible for financial aid. Students are notified in writing of satisfactory academic progress evaluation results. If students are failing to meet standards, a *Financial Aid Warning* or *SAP Probation* notice must be signed by the student confirming receipt. Students meeting progress will be notified of the results in writing with no confirmation signature required. A copy of all notification is maintained in the student file.

**Appeal Procedure**

A student who loses aid eligibility due to failure to maintain satisfactory academic progress may appeal the status. The student must submit a written appeal of the dismissal within one week of the date the school took action. The appeal should be addressed to the School Director. The reasons for which a student may appeal include death of a relative, an injury or illness of the student, death in the family, etc. Supporting documentation must accompany the written appeal. For example, an appeal based on illness of the student should include applicable medical documentation. After successful appeal, with an academic plan, the student will be placed on *SAP Probation* for the following evaluation/payment period. The student must be at satisfactory academic progress at the end of the probationary period or financial aid eligibility will be terminated.

The student's appeal must address the following:

The basis for the appeal – description of the special circumstances and

The reason why the student failed to meet the SAP standard(s) and

What has changed in the student's situation so that he or she will now be able to meet SAP

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standards.

The student's written appeal and the documented results as determined by the institution are retained in the student file.

#### **Re-enrollment/Re-entrance**

Re-enrollment or re-entrance will be approved only after evidence is shown to the director's satisfaction that conditions which caused the interruption or unsatisfactory progress have been corrected. Re-entering students return to the institution in the same progress status as when they left.

#### **Leave of Absence**

##### **Cosmetology Programs**

A request for a leave of absence of up to 60 days must be made in writing prior to taking the leave. However, a leave may be granted within ten (10) days of the last day of attendance under mitigating circumstances. Such a request may be granted at the discretion of the school administration. Only one leave of absence may be granted during a twelve (12) month period. A leave of absence does not impact satisfactory academic progress status. Students may not receive disbursements or sign loan checks during the leave of absence.

A leave of absence extends the student's contract period and maximum time frame by the same number of days taken in the leave of absence. If the student fails to return from a leave of absence, the student is considered to have withdrawn from school as of the last date of attendance.

### **ATTENDANCE POLICY**

#### **Cosmetology Programs**

Milan Institute expects students to attend all classes at their scheduled times. Your training demands the same work attitudes required by employers or of yourself if you are planning to be self-employed. Student must maintain a cumulative attendance rate of 85%. If you are going to be absent or arrive late, you must notify the school office before 9:00 am. Proper arrangements will be made to service the customers previously scheduled for you. Notifying the school when you are absent or late shows consideration for your school, your customers and your fellow students.

Student attendance is evaluated monthly. If a student is not in attendance for two consecutive days, he/she will receive a phone call and/or letter of concern. After ten consecutive days of absences, the student will be automatically dropped unless he/she signed a leave of absence.

#### **Attendance Probation**

Students failing to meet the minimum attendance listed above will be placed on *Attendance Probation* for one month with the opportunity to meet minimum standards. At the end of this one month probationary period, if the student has not satisfied the specific requirements as outline above, the student may be placed on a second probation period. If at the end of the second probation period the student has not satisfied the specific requirements as outlined, he/she may be withdrawn from the program by the school. Absences due to mitigating circumstances maybe appealed per the Appeal/Reinstatement policy.

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**MAKE-UP WORK**

Students who do not obtain a satisfactory score are required to re-take the test or another version of the test for that subject before the end of the month (or within the first five days of the following month) to obtain a satisfactory or better score. Students who miss a test due to an absence are encouraged to make up the test within the same month it was missed, but the school acknowledges that the student does have until the course completion to ensure that all requirements are met. Cumulative theory averages are based on tests taken from the beginning of the course through the month being evaluated.

**RECORD OF ATTENDANCE**

A time clock is used for general attendance records. Attendance records are maintained in a permanent file by the school.

**RULES OF CONDUCT**

The school sets forth specific expectations for the purpose of promoting a positive learning environment and a pathway to career success. Developing efficient work habits, a positive attitude and definite goals during training can only enhance the graduate's potential for success. **Students are expected to:**

1. Attend all classes according to the assigned schedule including theory classes even if all required tests are completed. Theory class is a critical part of your training.
  2. Arrive for all classes on time. Students may not be allowed to attend class or to clock in until the scheduled class is dismissed. The determination will be made by school staff based on the circumstances causing the tardiness. Excessive tardiness may result in suspension.
  3. Complete all assigned theory, practical and clinic assignments in the designated time frames. It is the student's responsibility to contact the instructor regarding makeup exams. The Final Transcript of Hours will not be released to the student or State Board until all graduation requirements have been met and a comprehensive final written and practical exam has been passed.
  4. Notify a staff member within one (1) hour of your start time of absenteeism or tardiness so that proper arrangements can be made to service clients that may be scheduled.
  5. Notify a staff member when leaving the facility for any reason other than lunch time and closing.
  6. Only perform services on clients after successfully completing the Phase One Requirements and have passed a written and practical competency evaluation.
  7. Practice courtesy and professionalism at all times when dealing with other students, clients, instructors, staff and visitors.
  8. Follow all state laws and regulations at all times during school.
  9. Comply with the school's Satisfactory Academic Progress Policy at all times. Failure to maintain satisfactory progress may cause loss of or delays in funding, delay in graduation and additional tuition charges.
  10. Park only in the designated areas for student parking. Front row parking is ALWAYS reserved for client use. The school does provide parking for its students.
  11. Know all pricing and service policies of the school and the name, purpose, benefits, procedures, and cost of products used.
  12. Keep all student and client analysis and service records up to date.
  13. Recommend and prescribe appropriate services and retail products to each client assigned
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in order to develop professional skills.

14. Follow the policy personal services and product purchase. Student may receive personal services at a 50% discount off the client price. Students are charged to cover the cost of products, utilities, towels, etc. Students will receive a 25% discount on retail products. All services and products must be paid for at the time of purchase.
15. Strive to continually improve abilities through education and practice.

### **GROUNDS FOR DISCIPLINARY ACTION**

The following types of social behavior that keep you and your fellow students from learning are not acceptable and may result in a warning, probation, suspension and/or termination. *Milan Institute reserves the right to take any disciplinary action it deems necessary and reasonable under the circumstances.*

- a. Refusing to service an assigned customer or refusing to comply with the instructor's assignment.
  - b. Unprepared to service assigned clients. Refusal to perform a clinic service will result in the student leaving for the day. Excessive refusals may result in termination.
  - c. Not meeting student salon monthly expectations.
  - d. Not involved in curriculum related activities at all times while clocked in.
  - e. Discussing sexual activities or beliefs.
  - f. Discussing unethical and unprofessional subject matter during school hours.
  - g. Criticizing another student's work.
  - h. Cursing; using foul language or vulgar language.
  - i. Immoral or unprofessional conduct.
  - j. Arguing with an instructor in the presence of another student or customer.
  - k. Cheating, dishonesty or falsification of records.
  - l. Consuming or possessing alcoholic beverages and/or illegal substances during school time or on school grounds.
  - m. Not following time clock procedures by not clocking in and out to accurately to reflect hours in attendance. No student may clock in/out for others. If a student fails to clock in/out, they will not receive credit for time in school.
  - n. Non-compliance with the published dress code which includes students wearing the required name badge and practicing proper hygiene and grooming at all times. Students not in compliance with dress code will not be allowed to clock in until in compliance.
  - o. No smoking, chewing gum, eating and/or drinking except in designated areas.
  - p. Not following scheduled breaks. The time for breaks will depend on the classes scheduled and the student salon floor services that are assigned. Students are required to clock out for a minimum of 30 minutes each day for a lunch break. Failure to do so may result in lost time. As consideration to fellow students, clients and instructors, please notify the school if you are not returning from a lunch break.
  - q. Not following sanitation requirements. Understand that training involves sanitation, cleanliness and equipment care. Students are responsible for personal workstations and work areas. Daily assigned sanitation duties must be evaluated before clocking out each day. State Board requires all students to follow sanitation rules and practices at all time.
  - r. Theft from a student, customer, or school (property and/or money) will result in immediate termination. Students are responsible for the security of their own property. The school is not responsible for lost, stolen, missing, and/or broken items.
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- s. Willful destruction of property.
- t. Unauthorized personal visitors to the school. Guests will be asked to leave unless they are scheduled for a service in the student salon.
- u. Excessive time in the student lounge is not allowed. Students who are clocked in may not linger in the facility and distract other students from training responsibilities.
- v. Using the business phone or personal cellular phone for incoming or outgoing calls without the expressed permission of a staff member.
- w. Possession of weapons while on campus.
- x. Behavior which creates a safety hazard to self, students, faculty, or staff.
- y. Disrupting class or sleeping in class.

### **LEARNING RESOURCES**

Cosmetology students follow *Milady's Standard Textbook of Cosmetology*. Esthetician students follow *Milady's Standard Fundamentals for Estheticians*. A comprehensive library of references, periodicals, books, texts, and audio/video tapes are available to support the course of study and supplement the students' training. Students should avail themselves of the opportunity to use these extensive materials.

### **EQUIPMENT**

All of Milan Institute of Cosmetology's students work with shampoo bowls and chairs, dryers, electrical cap, thermal hair straighteners, mannequins, manicure stations with chairs, facial chairs, dermal lights, 8-in 1 function galvanic unit, manicure heater, paraffin wax heater, wax machine, pedicure tub and other equipment commonly found in salons and other locations where cosmetology services are performed. A classroom laptop, LCD projector and screen and marker boards are also used the Cosmetology program.

### **FORMAT**

The clock hour education is provided through a sequential set of learning steps which address specific tasks necessary for state board preparation, graduation and job entry level skills. Clinic equipment, implements and products are comparable to those used in the industry. Each student will receive instruction that relates to the performance of useful, creative and productive career oriented activities. The programs are presented through well-developed lesson plans, which reflect current educational methods. Subjects are presented by means of lecture, demonstration and student participation. Audio-visual aids, guest speakers, field trips, and other related learning methods are used in the programs. Students enrolled in the Instructor program will demonstrate their level of competency through completion of required classroom and clinic student teaching activities.

### **EXPENDABLE SUPPLIES**

The school furnishes all expendable supplies used by the student for training. The student must purchase all supplies from the school that are for personal use.

### **GRADUATION REQUIREMENTS**

Students must satisfactorily complete all required tests and practical assignments as outlined in their designated program. Students who fail to make the necessary grade will be given the opportunity to retake the subject. Upon successful completion of the program and payment in full of all tuition and fees, you will receive a Certificate of Completion and be eligible to sit for the State licensing exam.

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All students are required to pass the school's final examination with a grade of not less than 70% on both practical and written exams prior to going to State Board. The student must also meet the requirements set forth by the Board of Barbering and Cosmetology prior to going to State Board.

### LICENSING REQUIREMENTS

In addition to the general requirements, an applicant for a cosmetology license, esthetician license or manicurist license is entitled to the license if the applicant:

1. is at least 17 years of age;
2. supplies proof of successful completion of the 10<sup>th</sup> grade in California or its equivalent **and**;
3. has done any of the following:
  - a. completed a course in cosmetology from a school approved by the board *or*;
  - b. practiced cosmetology, as defined in this chapter, outside of California for a period of time equivalent to the study and training of a qualified person who has completed a course in a cosmetology from a school the curriculum of which complied with requirements adopted by the board. Each three months of practice shall be deemed the equivalent of 100 hours of training of qualification under paragraph (1) of this subdivision *or*;
  - c. holds a license as a barber in California and has completed a cosmetology crossover course in a school approved by the board *or*;
  - d. completed a barbering course in a school approved by the board and has completed a cosmetology crossover course in a school approved by the board *or*;
  - e. completed the apprenticeship program in cosmetology specified in Article 4 (commencing with Section 7332).

In addition to the general requirements, an applicant for a esthetician license is entitled to the license if the applicant:

1. Is not less than 17 years of age;
2. Has completed the 10th grade in the public schools of this state or its equivalent;
3. Is not subject to denial pursuant to Section 480, and has done any of the following:
  - a. Completed a course in skin care from a school approved by the board.
  - b. Practiced skin care, as defined in this chapter, outside of this state for a period of time equivalent to the study and training of a qualified person who has completed a course in skin care from a school of curriculum of which complied with requirements adopted by the board. Each three months of practice shall be deemed the equivalent of 100 hours of training for qualification under paragraph (1).
  - c. Completed the apprenticeship program in skin care specified in Article 4 (commencing with section 7332).

### GROUND FOR DENIAL OF A LICENSE

1. A board may deny a license regulated by this code on the grounds that the applicant has one of the following:
    - a. Been convicted of a crime. A conviction within the meaning of this section means a plea or verdict of guilty or a conviction following a plea of nolo contendere. Any action which a board is permitted to take following the establishment of a conviction may be taken when the time for appeal has elapsed, or the judgment of conviction has been affirmed on appeal, or when an order granting probation is made suspending the imposition of sentence, irrespective of a
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subsequent order under the provisions of Section 1203.4 of the Penal Code.

- b. Done any act involving dishonesty, fraud or deceit with the intent to substantially benefit himself or another, or substantially injure another; or; done any act which if done by a licentiate of the business or profession in question, would be grounds for suspension or revocation of license.

The board may deny a license pursuant to this subdivision only if the crime or act is substantially related to the qualifications, functions or duties of the business or profession for which application is made.

2. Notwithstanding any other provision of this code, no person shall be denied a license solely on the basis that he has been convicted of a felony if he has obtained a certificate of rehabilitation under Section 4852.01 and following of the Penal Code or that he has been convicted of a misdemeanor if he has met all applicable requirements of the criteria of rehabilitation developed by the board to evaluate the rehabilitation of a person when considering the denial of a license under subdivision (a) of Section 482.
3. A board may deny a license regulated by this code on the ground that the applicant knowingly made a false statement of fact required to be revealed in the application for such license.

### **CAREER SERVICES**

Milan Institute offers career services to all graduates pursuing employment in their field of study. Services include assistance with creating resumes, guidance on how to conduct a job search and job development. The Career Services staff develops and maintains close relationships with local businesses so that they may keep abreast of current employment opportunities to which graduates may be referred. Although no institution can guarantee employment, the Career Services staff at Milan Institute makes every effort to help ensure that each graduate is prepared to effectively compete in the job market as they pursue their new career.

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# COSMETOLOGY PROGRAMS

# Esthetician

**600 Hours/25 Weeks/6 Months**



The primary purpose of the Esthetician Course is to train the student in the basic manipulative skills, safety judgments, proper work habits, and desirable attitudes necessary to pass the State Board examination and for competency in job entry level positions in Esthetics or related career field.

## **Objectives:**

Upon completion of the program requirements, the determined graduate will be able to:

1. Project a positive attitude and a sense of personal integrity and self-confidence.
2. Practice proper grooming and effective communications skills and visual poise.
3. Understand employer-employee relationships and respect the need to deliver worthy service for value received.
4. Perform the basic skin care services, work with facial machines, hair removal and makeup.
5. Apply the theory, technical information and related matter to assure sound judgments, decisions, and procedures.

## **Occupations:**

Skin Care Specialist 39-5094.00

## **ESTHETICIAN COURSE DESCRIPTIONS**

### **Professional Development**

Orientation, school rules and regulations, professional and personal development, professional ethics, professional image, personality development, life skills, communication skills

### **State Law**

Barbering and Cosmetology Act, Boards Rules and Regulations

### **Chemistry**

Chemical composition and purpose of cosmetic, nail, hair and skin care preparations; chemical makeup,

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## Section A-2

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chemical skin peels, physical and chemical changes of matter, pH and pH scale.

### **Health/Safety/Hazardous Substances**

Training in chemicals and health in establishments, material safety data sheets, protection from hazardous chemicals and preventing chemical injuries, health and safety laws and agencies, ergonomics, and communicable diseases including HIV/AIDS and Hepatitis B

### **Electricity**

Nature of electrical current, principles of operating electrical devices and the various safety precautions used when operating electrical equipment.

### **Disinfection and Sanitation**

Procedures to protect the health and safety of the consumer as well as the technician; disinfecting instruments and equipment will be emphasized throughout training.

### **Anatomy/Physiology/Bacteriology**

Systems, cells, tissues, and organs; types and classifications of bacteria, viruses and fungi

### **Manual Facials**

Cleansing, scientific manipulations, packs and masks.

### **Electrical Facials**

Use of electrical modalities, including dermal lights and electrical apparatus, for facials and skin care purposes.

### **Chemical Facials**

Chemical skin peels, packs, masks and scrubs.

### **Eyebrow Beautification**

Use of wax, tweezers, electric or manual and depilatories for removal of superfluous hair.

### **Makeup**

Skin analysis, complete and corrective makeup, lash and brow tinting, false eyelash application.

### **Salon Business**

Fundamentals of business management, opening a salon, business plan, written agreements, licensing requirements and regulations, laws, salon operations, policies, practices, compensation packages, payroll deductions, taxes, telephone use, advertising, sales, public/human relations, employee and client relationships, business administration, seeking employment, job readiness, salesmanship, insurance

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Section A-3

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SUBJECT - UNIT	HOURS OF TECHNICAL INSTRUCTION
Professional Development	35
State Law	20
Chemistry	25
Health/Safety/Hazardous Substances	40
Electricity	30
Disinfection and Sanitation	50
Anatomy/Physiology/Bacteriology	35
Manual Facials	90
Electrical Facials	100
Chemical Facials	85
Eyebrow Beautification	30
Makeup	20
Salon Business	40
<b>Total Hours</b>	<b>600</b>

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# Cosmetology

**1,600 Hours/53 Weeks/13 Months**



The primary purpose of the Cosmetology program is to train the student in the basic manipulative skills, safety judgments, proper work habits, and desirable attitudes necessary to pass the State Board examination and for competency in job entry level positions in Cosmetology or related career field.

## **Objectives:**

Upon completion of the course requirements, the determined graduate will be able to:

1. Project a positive attitude and a sense of personal integrity and self-confidence.
2. Practice proper grooming and effective communications skills and visual poise.
3. Understand employer-employee relationships and respect the need to deliver worthy service for value received.
4. Perform the basic manipulative skills including hair styling, shaping, bleaching, tinting, chemical reformation, scalp/hair conditioning, facials, manicures, pedicures and nail extensions.
5. Perform the basic analytical skills to determine proper makeup, hairstyle, and color application for the client's best overall look.
6. Apply the theory, technical information and related matter to assure sound judgments, decisions, and procedures.

## **Occupations:**

Cosmetologist, Hairstylist, and Hairdresser 39-5012.00; Manicurist and Pedicurist 39-5092.00

## **Externship:**

The school encourages qualified students to obtain salon sponsors for participation in the state approved student externship program. It allows students who have completed 60% of the required practical requirements and 60% of the required hours to earn hours and participate in on-the-job training up to eight hours per week in an approved area salon. Total externship hours are limited to 160 hours. The student must meet the state board requirements, pass a written mid-term and practical competency evaluation, maintain Satisfactory Academic Progress according to the school's policy, be current on all written examinations, and meet any other eligibility requirements set forth by the school in order to participate. This is an excellent opportunity to reinforce the basic skills learned at the institution. It also facilitates an easier transition for the graduate from school to work.

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## **COSMETOLOGY COURSE DESCRIPTIONS**

### **State Law**

Barbering and Cosmetology Act, Board Rules and Regulations

### **Chemistry**

Chemical composition and purpose of cosmetic, nail, hair, and skin care preparations; chemical makeup, chemical skin peels, physical and chemical changes of matter, pH and pH scale

### **Health/Safety/Hazardous Substances**

Training in chemicals and health in establishments, material safety data sheets, protection from hazardous chemicals and preventing chemical injuries, health and safety laws and agencies, ergonomics and communicable diseases including HIV/AIDS and Hepatitis B

### **Electricity**

Nature of electrical current, principles of operating electrical devices and the various safety precautions used when operating electrical equipment

### **Disinfection and Sanitation**

Procedures to protect the health and safety of the consumer as well as the technician. Disinfecting instruments and equipment will be emphasized throughout training

### **Anatomy/Physiology/Bacteriology**

Systems, cells, tissues, and organs; types and classifications of bacteria, viruses and funguses

### **Wet Hairstyling/Shampooing**

Handling of implements used, molding arches and lines, fingerwaves, pin curls, stems & bases, roller curls stems and bases, style patterns artistry in hairstyling, comb-out techniques, product knowledge, safety precautions

### **Thermal Hairstyling**

Handling of implements used, style patterns, artistry in hairstyling, hair analysis, straightening, waving, curling with hot combs, curling irons, blow dry styling, press and curl, product knowledge, safety precautions

### **Permanent Waving**

Scalp & hair analysis, principal actions in chemical and heat perm waving, curling rods, procedures for normal, tinted, bleached, and problem hair, record cards/release statements, product knowledge, safety precautions

### **Chemical Straightening**

Classifications, analysis of hair, chemistry of relaxers, use of sodium hydroxide and other base solutions, conditioners, product knowledge, record cards/release statements, safety precautions

### **Haircutting**

Hair analysis; use of razor, scissors, electric clippers, and thinning shears

### **Haircoloring**

Classifications, hair analysis, predisposition test, safety precautions, formula mixing, tinting, bleaching, dye removers, product knowledge, record cards/release statements, safety precautions

### **Scalp and Hair Treatments**

Hair and scalp analysis, scientific brushing, electric and manual scalp manipulation, other hair treatments

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## **COSMETOLOGY COURSE DESCRIPTIONS**

### **Facials**

Manual including cleansing, scientific manipulations, packs, and masks; Electrical including the use of electrical modalities, dermal lights and electrical apparatus; Chemical including chemical skin peels, packs, masks, and scrubs

### **Hair Removal**

Use of wax, tweezers, electric or manual, depilatories for removal of superfluous hair

### **Makeup**

Skin analysis, complete and corrective makeup, lash and brow tinting, false eyelash application

### **Manicuring/Pedicuring**

Water and oil manicure, nail analysis, hand and arm massage, complete pedicure, nail analysis

### **Artificial Nails**

Acrylic, liquid, powder, nail tips, nail wraps, repairs

### **Salon Business**

Fundamentals of business management, opening a salon, business plan, written agreements, licensing requirements and regulations, laws, salon operations, policies, practices, compensation packages, payroll deductions, taxes, telephone use, advertising, sales, public/human relations, employee and client relationships, Business administration, seeking employment, job readiness, salesmanship, insurance

### **Miscellaneous**

To be applied by the Instructor to strengthen student performance, supervised field trips, and related training

### **Professional Development**

Orientation, school rules and regulations, professional and personal development, professional ethics, professional image, personality development, life skills, communication skills

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Section B-4

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SUBJECT - UNIT	HOURS OF TECHNICAL INSTRUCTION
State Law	30
Chemistry	30
Health/Safety/Hazardous Substances	30
Electricity	15
Disinfection and Sanitation	45
Anatomy/Physiology/Bacteriology	40
Wet Hairstyling/Shampooing	275
Thermal Hairstyling	125
Permanent Waving	220
Chemical Straightening	70
Haircutting	120
Haircoloring	200
Scalp and Hair Treatments	25
Facials	105
Hair Removal	30
Makeup	25
Manicuring/Pedicuring	40
Artificial Nails	45
Salon Business	50
Professional Development	45
Miscellaneous	35
<b>Total Hours</b>	<b>1,600</b>

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# Manicurist - 400 Hours/17 Weeks/4.25 Months

The primary purpose of the Manicurist program is to train the student in the basic manipulative skills, safety judgments, proper work habits, and desirable attitudes necessary to pass the State Board examination and for competency in job entry level positions in Nail Care or related career fields.



## **Objectives:**

Upon completion of the course requirements, the determined graduate will be able to:

1. Project a positive attitude and a sense of personal integrity and self-confidence.
2. Practice proper grooming and effective communications skills and visual poise.
3. Understand employer-employee relationships and respect the need to deliver worthy service for value received.
4. Perform the basic manipulative skills including basic manicures, hot oil manicures, pedicures, a variety of artificial nail applications including tips, wraps, sculptured, gel, and acrylic, nail art/enhancements, nail repair techniques, sanitation, client communication, and professional practices.
5. Apply the theory, technical information and related matter to assure sound judgments, decisions, and procedures.

To ensure continued career success, the graduate will continue to learn new and current information related to techniques, trends, and methods for career development in manicuring and related fields.

**Occupations:** SOC Code 39-5092.00 Manicurist, Pedicurist

## **Manicurist Program Course Descriptions:**

### **MANICURING**

Water and oil manicure, hot oil manicures, paraffin wax, polish application, nail analysis, hand and arm massage

### **PEDICURING**

Complete pedicure, nail analysis, foot and ankle massage

### **ARTIFICIAL NAILS**

Liquid, gel, powder brush-ons; supplies, procedure, filing, fills, repairs, nail analysis

### **NAIL TIPS, NAIL WRAPS AND REPAIRS**

Application, Filing, Removal, Supplies, Maintenance, Nail Analysis

### **SALON BUSINESS AND PROFESSIONAL DEVELOPMENT**

Fundamentals of Business Management, Opening a Salon, Business Plan, Written Agreements, Licensing Requirements and Regulations, Laws, Salon Operations, Policies, Practices, Compensation Packages, Payroll Deductions, Taxes, Telephone Use, Advertising, Sales, Public/Human Relations, Employee and Client Relationships, Business Administration, Seeking Employment, Job Readiness, Salesmanship, Insurance, Orientation, School Rules and Regulations, Professional and Personal Development, Professional Ethics, Professional Image,

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## Section C-2

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Personality Development, Life Skills, Communication Skills, Business Fundamentals Concepts and Techniques

### **STATE LAW**

Barbering and Cosmetology Act, Boards Rules and Regulations

### **HEALTH/SAFETY/HAZARDOUS SUBSTANCES**

Training in chemicals and health in establishments, material safety data sheets, protection from hazardous chemicals and preventing chemical injuries, health and safety laws and agencies, ergonomics and communicable diseases including HIV/AIDS and Hepatitis B; chemistry related to manicure practices, including chemical composition and purpose of nail care preparations

### **DISINFECTION AND SANITATION**

Procedures to protect the health and safety of the consumer as well as the technician. Disinfecting instruments and equipment will be emphasized throughout training.

### **ANATOMY/PHYSIOLOGY/BACTERIOLOGY**

Systems, cells, tissues, organs; types and classifications of bacteria, viruses and funguses, and nail analysis and conditions.

SUBJECT - UNIT	HOURS OF TECHNICAL AND PRACTICAL INSTRUCTION
Manicuring	60
Pedicuring	40
Artificial Nails	90
Nail Tips, Nail Wraps, and Repairs	60
Salon Business and Professional Development	50
State Law	10
Health/Safety/Hazardous Substances	35
Disinfection and Sanitation	31
Anatomy/Physiology/Bacteriology	24
<b>Total Hours</b>	<b>400</b>

The above hour requirements must be met by each student in each category in order for the earned hours to be accepted by the state licensing board for examination.

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# ALLIED HEALTH INFORMATION

**HANDS-ON TRAINING**

All of Milan Institute's students receive hands-on training. Medical Assisting students work with equipment commonly found in doctors' front and back offices, including, but not limited to, scales, syringes, microscopes, charts, skeletons, autoclaves, stethoscopes, blood pressure cuffs, and more.

Massage Therapy students work with massage tables, massage chairs, towels, sheets, oils, lotions, and other equipment commonly found in clinics, health spas and other locations where massage is performed.

**REGISTRATION/LICENSING REQUIREMENTS DISCLOSURE**

The State of California does not have a State license for Massage Therapists. However, in most cases, permits are required and are issued by the individual cities and counties. The cities and counties are not uniform in their standards. This creates a range of requirements from 100 to 1,000 hours of education and passing a national exam before the city or county will issue a permit.

**ENROLLMENT POLICY**

Classes are in continuous session throughout the year. A calendar of start dates for the current year is located in the back of this catalog. Class availability for this year is available from the Admissions Office.

**TRANSFER OF CREDIT POLICY**

Incoming students may request credit for previous coursework or experience related to any program offered by the school. Courses from other training programs or educational institutions, as well as from the military and the workplace, will be considered and evaluated for transfer of credit. The program content for transferred courses must be comparable to the program in which the student will enroll. A student requesting transfer of credit for previous coursework must have earned a grade of "C" or higher in that coursework, as documented by an official academic transcript and an original catalog description of the course from his/her former institution. No limits on the amount of credit for previous coursework or experience are set.

The option of passing a test or tests developed by the college in order to qualify for receiving credit will be considered, especially in instances where documentation for previously completed courses is not available. The test or tests will be the corresponding final examination regularly used in the course in question, and may include a written and a practical component as appropriate. Credit will be given only if the student passes the test with a grade of "C" or higher.

If a student is granted credit for previous training or experience, the relevant courses will not be assigned a letter grade, but will be recorded with a grade of "pass," which will not affect the student's grade point average and will not affect this element of satisfactory progress. The student is also expected to maintain a monthly attendance rate of 85% as part of satisfactory progress. At the discretion of the Dean of Education, a student may be granted credit for previous training or experience and still be required to repeat a course in order to comply with the school's regular attendance and satisfactory progress policies. In this instance, the student will not be charged tuition for the transferred course. The maximum time frame of one and one-half times the course length is unaffected by transfer of credit.

Students requesting credit for previous coursework or experience are asked to notify their

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admissions representative during the enrollment process. The request will be forwarded to the Dean, who will review documentation or arrange for testing as appropriate. The procedure will be completed prior to the student's first start date. There are no fees charged for evaluating or granting transfer of credit. Once a determination for granting credit has been made, tuition and fees will be adjusted prior to the start of class. Each student will need to meet with financial aid to determine eligibility. A negative determination may be appealed by contacting the School Director, whose decision is final.

## **ORIENTATION**

New students attend an orientation meeting before the start date of each program. This meeting is to welcome new students and introduce them to the school's policies and procedures. Students also attend a financial aid interview and orientation. Students have the opportunity to meet fellow students, school staff and instructors. Attendance and grading policies form a large part of the orientation information, which also includes projected graduation dates, holidays and vacations pertaining to the relevant enrollment period.

## **STUDENT RATIOS**

An effort is made to keep instructor/student ratios at a level most appropriate to deliver effective hands-on education and to adhere to accreditation and/or state mandates. The maximum instructor/student ratio in lecture classes is 1 instructor for every 40 students; in medical labs the ratio is 1 instructor for every 20 students. When needed, teaching assistants are provided to further reduce the instructor/student ratio.

## **SATISFACTORY ACADEMIC PROGRESS POLICY**

All students are evaluated for satisfactory academic progress at the end of the first payment period or midpoint of the program or academic year, and at the end of the program or academic year.

### **Credit Hour Program**

The student's academic progress is evaluated at the point the student has successfully completed the required credit hours and weeks for the payment period in review. Students must maintain (1) an accumulative grade point average of 2.0, (2) an attendance rate of 90% and (3) complete 70% of the units attempted with a 1.0 or higher grade for the payment period in review.

To successfully complete a program the student must complete 100% of the program credits within no more than 150% of the program length, as measured by attempted credits.

Students who meet the minimum requirements for attendance and academic performance are considered to be making satisfactory progress until the next scheduled evaluation.

If a student is granted credit for previous training or experience, the granted courses will not be assigned a letter grade, but will be recorded with a grade of "pass", which will not count towards the student's grade point average calculation and will not affect the grade point average element of satisfactory academic progress.

### **Grading**

The school uses a four –point scale to determine academic standing according to the following grading chart:

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90 - 100% = A = 4.0

80 - 89% = B = 3.0

70 - 79% = C = 2.0

60 -- 69% = D = 1.0

Below 60% = F = 0.0

"I" = Incomplete

Students receiving an incomplete will have two weeks from the end of the academic module to complete the required course work which will lead to the removal of the incomplete grade.

### **Incomplete Grades**

An incomplete grade ("I") will not be computed in the student's grade point average if the completed work is finished within the time frame specified in the grading policy. If the incomplete work is not finished within this time frame, the incomplete grade "I" will revert to a letter grade based on an averaging of the grades achieved on all course work previously completed in the course. Incomplete courses will count toward courses attempted for the maximum time frame calculation for Academic Progress.

### **Course Repetition**

Students are allowed to repeat a failed class one time, as long as completion does not exceed the maximum time frame of one and a half times the total program length. The highest grade received in the class will be issued to calculate the GPA. Students are also allowed one change of program during an academic year.

Students can receive financial aid for course repetition as long as the repeated coursework does not represent more than one repetition of a previously passed course, or a repetition of a previously passed course due to the student failing other coursework.

**Grades of I (incomplete), and F (Failing) are not considered to be completed credits, however they do count as attempted credits in the progress calculation. Transfer hours and credits are accepted toward completion of a student's program as both hours/credits attempted and hours/credits completed.**

### **Consequences of Failure to Meet Satisfactory Academic Progress Standards**

A student failing to meet the minimum satisfactory progress listed above will be placed on a *Financial Aid Warning* for one evaluation period with the opportunity to meet minimum standards. If at the end of this *Financial Aid Warning* period the student has not satisfied the minimum requirements as outlined, the student will lose their eligibility for financial aid. To regain financial aid eligibility after this point, the student must make an appeal. After a successful appeal the student will be placed on *SAP Probation* status for one evaluation period as long as satisfactory academic progress standards can be met by the end of the subsequent evaluation period. If the student fails to meet the terms of the *SAP Probation* the student will lose financial aid eligibility.

While on a *Financial Aid Warning* or *SAP Probation* the student remains eligible for financial aid. Students are notified in writing of satisfactory academic progress evaluation results. If students are failing to meet standards, a *Financial Aid Warning* or *SAP Probation* notice must be signed by the

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student confirming receipt. Students meeting progress will be notified of the results in writing with no confirmation signature required. A copy of all notification is maintained in the student file.

### **Appeal Procedure**

A student who loses aid eligibility due to failure to maintain satisfactory academic progress may appeal the status. The student must submit a written appeal of the dismissal within one week of the date the school took action. The appeal should be addressed to the School Director. The reasons for which a student may appeal include death of a relative, an injury or illness of the student, death in the family, etc. Supporting documentation must accompany the written appeal. For example, an appeal based on illness of the student should include applicable medical documentation. After successful appeal, with an academic plan, the student will be placed on *SAP Probation* for the following evaluation/payment period. The student must be at satisfactory academic progress at the end of the probationary period or financial aid eligibility will be terminated.

The student's appeal must address the following:

The basis for the appeal – description of the special circumstances and

The reason why the student failed to meet the SAP standard(s) and

What has changes in the student's situation so that he or she will now be able to meet SAP standards.

The student's written appeal and the documented results as determined by the institution are retained in the student file.

### **Re-enrollment/Re-entrance**

Re-enrollment or re-entrance will be approved only after evidence is shown to the director's satisfaction that conditions which caused the interruption or unsatisfactory progress have been corrected. Re-entering students return to the institution in the same progress status as when they left.

### **Leave of Absence**

#### **Allied Health Programs**

A request for a leave of absence of up to 60 days must be made in writing prior to taking the leave. However, a leave may be granted within five (5) days of the last day of attendance under mitigating circumstances. Such a request may be granted at the discretion of the school administration. Only one leave of absence may be granted during a twelve (12) month period. A leave of absence does not impact satisfactory academic progress status. Students may not receive disbursements or sign loan checks during the leave of absence.

A leave of absence extends the student's contract period and maximum time frame by the same number of days taken in the leave of absence. If the student fails to return from a leave of absence, the student is considered to have withdrawn from school as of the last date of attendance.

Students receiving veterans educational benefits will be reported to the Department of Veterans Affairs upon taking a leave of absence. They may be re-enrolled for educational benefits upon return to class.

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**WITHDRAWAL**

For the purpose of determining a refund, you are deemed to have withdrawn from a course of instruction when any of the following occur: (1) you notify the school of your withdrawal or of the date of your withdrawal, whichever is later; (2) the school withdraws your enrollment for failure to maintain satisfactory progress; failure to abide by the rules and regulations of the institution; failure to meet financial obligations to the school; failure to return from a leave of absence (3) after five consecutive days of absence.

**ATTENDANCE POLICY****Allied Health Programs**

Milan Institute expects students to attend all classes. The condensed nature of vocational training demands the same work attitudes required by employers. Students must maintain a cumulative attendance rate of 90%. Student attendance is evaluated monthly. If a student is not in attendance for two consecutive days, he/she will receive a phone call and/or letter of concern. After five consecutive days of absences, the student will be automatically dropped unless he/she signed a leave of absence.

**Attendance Probation**

Students failing to meet the minimum attendance listed above will be placed on *Attendance Probation* for one month with the opportunity to meet minimum standards. At the end of this one month probationary period, if the student has not satisfied the specific requirements as outline above, the student may be placed on a second probation period. If at the end of the second probation period the student has not satisfied the specific requirements as outlined, he/she may be withdrawn from the program by the school. Absences due to mitigating circumstances maybe appealed per the Appeal/Reinstatement policy.

**Absence** - Milan Institute expects students to attend all classes. The condensed nature of vocational training demands the same work attitudes required by employers. Students must maintain a monthly attendance rate of 85%. As stated in the Satisfactory Progress Definition, a student will be automatically dropped after five (5) consecutive absences, unless a leave of absence form has been signed.

**Tardiness/Early Departures** - Ten minutes after the scheduled start of a class or the designated time to return from a break, or departure more than ten minutes before the scheduled class end time, equals a tardy. For each tardy, points will be deducted from the daily professionalism grade as indicated on the class syllabus, and the number of minutes late/early (rounded up in 15-minute increments) will be deducted when recording class time. consideration for your school, your customers and your fellow students.

**Make-up Work** - Instructors may require make-up work for any absence. Make-up work is completed on the student's time after the regular class day. All assigned make-up work is due the last day of a module.

**Make-up Hours** - Students are allowed to make up hours for excused absences only. Hours are to be completed at school after normal class hours. Total make-up hours per contract is 15%.

**Part-time Attendance** - A review committee considers all requests to attend school part time.

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**Leave of Absence** - A request for leave of absence must be made in writing prior to taking the leave. However, a leave may be granted within five (5) days of the last day of attendance under mitigating circumstances. Such a request may be granted to a student at the discretion of the school's administration. Milan Institute adheres to all federal regulations with respect to leaves of absence (a maximum of 60 calendar days). Only one leave may be granted during a twelve (12) month period. Students may not receive disbursements or sign loan checks during the leave of absence. If the student fails to return from a leave of absence, the student is considered to have withdrawn from school as of the last date of attendance.

### **REQUIRED STUDY TIME**

In order to complete the required class assignments, students are expected to spend outside time studying. The amount of time will vary according to individual student abilities. Students are responsible for reading all study materials issued by the instructor and completing homework assignments.

### **CONDUCT POLICY**

The standards of conduct for Milan Institute students are patterned after those that prevail in business, health professions and industry. Students must observe school regulations, follow directions given by their instructors and conduct themselves in a professional manner. Student conduct must be within the bounds of acceptable behavior, including no eating or drinking in class, no profanity, no drugs, reasonable professional dress or school uniform, proper respect for and adherence to school rules, and respect for the rights of instructors and peers. Students who are not in compliance are subject to disciplinary probation, suspension or termination at the discretion of the school administration.

Milan Institute **will not tolerate** any form of sexual harassment. If a student believes that he/she has been harassed by any Milan Institute employee, student or other business contact, he/she should immediately report the incident to the school director. Milan Institute will not retaliate, nor will it tolerate retaliation, against students/employees who complain in good faith about harassment. Milan Institute will investigate any such report and will take whatever corrective action is deemed necessary, including disciplining or discharging any individual who is believed to have violated these prohibitions against harassment or retaliation.

### **CHEATING POLICY**

Dishonesty includes, but is not limited to, cheating, plagiarism, knowingly assisting another student in cheating or plagiarism, or knowingly furnishing false or misleading information to the school's instructors or administrative staff.

When a student is charged with cheating or plagiarism, and the instructor has proof to back up the charges, or a student admits to the charges when confronted, the instructor may handle the situation in the following ways:

- 1) Issue an oral warning or a written warning that will be put in the student's permanent academic file.
  - 2) Issue the student an "F" or "0" on the assignment or test in question.
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- 3) Issue the student an "F" for the entire class.
- 4) Refer the student to the school director for disciplinary action, which may include suspension or dismissal from the school.

### **CLASS SCHEDULE**

Milan Institute holds classes each Monday through Saturday. Days and times vary for each program. The school also recognizes legal holidays. Milan Institute informs students when classes and holiday schedules vary (see insert in back of catalog). Students may be required to attend classes for additional hours or additional days when a holiday falls on a scheduled class day. Evening and Saturday classes are available for some programs. Classroom instruction consists of 50-minute sessions. Please contact the Admissions Department for specific information on class schedules.

### **EXTERNSHIP DISCLOSURE**

Most courses offered at Milan Institute require an externship (work experience) as part of the graduation requirement. The externship must be completed prior to receiving the Certificate of Completion for the course. Externship hours are completed at extern sites off campus. It is, therefore, the student's responsibility to secure his/her own transportation to the extern site. It is also the student's responsibility to pay any costs associated with his/her transportation to and from the extern site or any special requirements mandated by the extern site.

### **GRADUATION REQUIREMENTS**

Milan Institute will award a Certificate of Completion to all students who successfully complete all graduation requirements. The school requires all students to meet their financial obligations and complete a financial aid exit interview prior to graduation.

#### **Massage Therapy - Certificate of Completion**

Students enrolled in the Massage Therapy program must pass all classes attempted and maintain a 2.0 grade point average and 90% monthly attendance. All required skills must be completed and verified by the instructor. Students must pass and receive certification in CPR and First Aid and complete 140 hours of clinical practice to be eligible for graduation.

#### **Medical Assisting - Certificate of Completion**

Students enrolled in the Medical Assisting program must pass all classes attempted and maintain a cumulative 2.0 grade point average and 90% monthly attendance. All required administrative and clinical skills must be completed and verified by the instructor. Students must also complete 160 hours of externship to be eligible for graduation.

### **CAREER SERVICES**

Milan Institute offers career services to all graduates pursuing employment in their field of study. Services include assistance with creating resumes, conducting mock-interviews, providing job readiness workshops, guidance on how to conduct a job search and job development. The Career Services staff develops and maintains close relationships with local businesses so that they may keep abreast of current employment opportunities to which graduates may be referred. Although no institution can guarantee employment, the Career Services staff at Milan Institute makes every effort to help ensure that each graduate is prepared to effectively compete in the job market as they pursue their new career.

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# ALLIED HEALTH PROGRAMS

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# Massage Therapy

**740Hours/33.5 Weeks/50 Quarter Credits**



Massage Therapy is a healing art with a history going back thousands of years. The first written records of massage therapy are from China, but the benefits of massage therapy were well known across the entire world. Those traditions of long ago are the roots of modern-day massage therapy.

In many countries today, massage therapists work side by side with other medical professionals.

The demand for massage therapists has greatly increased over the past few years with the renewed interest in health and well-being that is sweeping the country.

## **Objective:**

The Massage Therapy program is designed to prepare the student to function competently as a professional massage therapist in a variety of settings. The unique curriculum contains the best of Eastern, Western, ancient modalities and the latest skills and techniques. The student will receive ample hands-on training and knowledge required to function in a variety of settings including massage clinics, hospitals, doctors' offices, sporting events and more.

## **Occupations:**

Massage Therapist 31-9011.00

## **Training Program:**

This training program is divided into learning units called modules or course groupings. Students must complete in sequence Strategies for Success, Intro to Anatomy and Physiology, Swedish Basics, and Ethics as prerequisites to any other course. Students must complete all courses starting with a module or pre-determined course groupings and continuing in sequence until all courses are completed. Courses are stand alone and are not dependent upon previous training. Students participate in an internship.

## **Massage Therapy Course Descriptions:**

**Strategies for Success SFS001** *Strategies for Success* is an introductory course that is a pre-requisite for all students to successfully complete prior to beginning their subject matter course. Strategies for Success is designed to prepare students with the basic skills to be successful in school, career, and life by emphasizing flexibility, critical thinking, creativity/innovation, resiliency, accountability, and leadership. In addition to life strategy skills the students will be introduced to other strategies to provide a solid foundation for success including Time Management Strategies, Study Skills, Test Taking Strategies,

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## Massage Therapy Course Descriptions

Learning Styles Assessment, and Basic Math/English resources.

### **Introduction to Anatomy & Physiology MAS101**

This course is the entry point into the Massage Therapy program. It provides an introduction to anatomy, physiology, kinesiology, pathology and medical terminology. Students will gain familiarity with the major organ systems, cells, tissue, bones, muscles, joints, and other areas.

### **Swedish Massage Basics MAS102**

This course is the entry point into the Massage Therapy program. It consists of an introduction to the history of massage, introductory massage protocol, and basic technical knowledge, including an introduction to hygiene, sanitation methods, and safety standards. Students will learn the fundamental Swedish massage techniques, client protocol, draping, bodywork postures, and methods of recordkeeping.

### **Ethics MAS103**

This course is the entry point into the Massage Therapy program. Students will learn the current standards of ethics and professionalism in the field of massage therapy and will gain an understanding of professional ethical behavior, boundary issues, and scope of practice, which will enable them to work more effectively with clients.

### **Anatomy MAS104**

This course offers massage therapy students an in-depth study of the organization and structure of the human body. Students will explore each level of organization and will learn terminology relating to the chemical, cellular, and tissue levels of the body along with the major organ systems. Students will gain an understanding of the interdependence of the major systems of the body.

### **Practical Anatomy MAS105**

This course is designed to give students practical hands-on experience in locating, palpating, and defining the location of various muscles and anatomical landmarks. The course will include a systematic investigation of the attachment sites and innervations of the major muscles relative to the different regions of the body.

### **Dynamic Practicum MAS106**

This course offers hands-on practice in a variety of modalities used in clinical settings. Students perform massage routines on each other, complete and evaluate intake forms, and enter data on SOAP notes. This course also offers introductory personal and group counseling, wherein students express their feelings about their future profession and life situations, with an opportunity to address specific issues.

### **Kinesiology MAS107**

In this course, students will be introduced to the study of movement, including joint types, ranges of motion, and the lever-action muscle groups that act upon these joints. Students will be able to describe the interaction of agonistic, synergistic, and antagonistic muscle groups, and the interrelationship of these muscle groups.

### **Sports Massage MAS108**

This course presents the benefits of massage used in conjunction with sports, considered by many athletes to be essential for peak performance with minimal risk of injury. Students will learn pre/post-sporting event massage techniques, as well as preventive and rehabilitation massage methods.

### **Shiatsu MAS109**

This course presents the theory and practice of Shiatsu massage. Students will learn the foundations of traditional Chinese medicine including the classical theories of yin and yang, the five phases, the concept of Qi, and meridian theory as it relates to massage. Students will learn the basic skills and techniques enabling them to demonstrate a full body Shiatsu massage. Students will be able to locate the major organ meridians, locate the major Chinese acupoints, and utilize these points in clinical

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## Massage Therapy Course Descriptions

applications.

### **Pathology for the Massage Therapist MAS110**

This course focuses on pathology for massage therapists. Students will gain a basic understanding of the disease process and how it affects the body's functions. Students will learn the common diseases and disorders of each organ system, as well as indications and contraindications for massage.

### **Passive Joint Mobilization MAS111**

In this course, students will learn how to apply joint movements while the client remains passive (non-moving or relaxed), leading to the loosening of holding patterns in various joints and resulting in a greater range of motion and reduced joint stress.

### **Deep Tissue Massage MAS112**

This course provides students with the skills to perform various deep tissue massage techniques and to develop the proper body mechanics to prevent injury. Students will be able to perform deep tissue techniques for muscle redefinition by releasing stagnation, knots, and spasms that lie deep within the muscular tissue, and they will develop therapeutic strategies to address acute and chronic muscular conditions.

### **Massage Therapy: Communication & Law MAS113**

The focus of this course is on professionalism, communication, and the legal issues involved in therapeutic massage. Students will gain an understanding of the professional standards, code of ethics, and scope of practice necessary to build a strong foundation for a successful career in massage therapy. Students will learn how to communicate professionally with clients and other healthcare professionals and will understand the information that forms the basis of HIPAA regulations.

### **Prenatal & Pediatric Massage MAS114**

This course presents applications of massage for the special needs of women during the prenatal and postpartum stages of pregnancy. Students will learn the anatomical and physiological changes that occur with pregnancy while acquiring the massage skills appropriate for each stage of pregnancy. Students will understand the indications and contraindications of massage during pregnancy and learn the signs and symptoms of high risk pregnancies. In association with pregnancy massage, this course also presents the techniques to perform pediatric massage, including Swedish massage, relaxation techniques, and passive range-of-motion exercises.

### **Business Management MAS115**

This course presents business management techniques necessary to build and maintain a massage practice. Students will learn how to effectively communicate with clients and associates and will be informed about permit requirements, record keeping, tax information, employment versus independent contracting, and advertising methods.

### **Acupressure MAS116**

This course is an introduction to the ancient healing art of acupressure, a therapeutic and transformational system of touch that promotes healing, increases energy, and relieves emotional stress. Students will learn the fundamental theories of traditional Chinese medicine, breathing and mind-body centering techniques, as well as hands on techniques for giving and receiving acupressure massage.

### **CPR / First Aid MAS117**

This course provides American Heart Association or American Red Cross approved training in heart and breathing emergencies and other physical injuries that might occur in clinical (or other) settings. Cardio-Pulmonary Resuscitation (CPR) techniques and basic first aid procedures are presented.

### **Chair Massage MAS118**

This course provides instruction in chair massage, defined as a compact, efficient style of bodywork

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## **Massage Therapy Course Descriptions**

performed through the clothing while the recipient is in a comfortable seated position. Students will learn various techniques applied to the head, neck, shoulders, arms, and back while the client is sitting in a chair. Along with the chair massage sequence, marketing techniques and strategies will be presented.

### **Reflexology MAS119**

This course introduces the history, theory, and practice of reflexology. Students will learn the zones on the feet, as well as the reflex points and their anatomical correspondences. This course is designed to teach students the tools and techniques enabling them to perform a full reflexology session.

### **Aromatherapy & Hydrotherapy MAS120**

This course introduces the application of essential oils and water as therapeutic tools used in conjunction with massage therapy. The course provides students with an overview of the history, benefits, indications, and contraindications of aromatherapy and hydrotherapy. Students will learn how to safely and effectively integrate the use of essential oils into a massage session. The course covers the profiles of 10 of the most commonly used essential oils along with their indications and contraindications. Students will also learn the mechanisms and various forms of hydrotherapy, including body wraps, scrubs, Hot Stones, and the use of hot and cold packs and compresses.

### **Physiology MAS121**

This course examines the various functions of the human body, explaining how and why the body works the way it does, with emphasis on the specialized needs of massage students. In addition to exploring the body systems, students will study the physiological effects of massage on the body.

### **Clinical Internship MCI001**

Prerequisite: Swedish Massage Basics and Clinic Orientation

In the student clinic, students will have the opportunity to practice massage techniques that they have learned in their previous coursework. Students will be able to fine tune their communication and record-keeping skills with a wide variety of clients.

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Section D-5

Course Code	Course Title	Lecture Hours	Lecture Credits Hours	Lab Hours	Lab Credits	Extern Hours	Total Hours	Total Credits
<b>PRE-REQUISITES</b>								
SFS001	Strategies for Success	40	4.00	0	0	0	40	4.00
MAS101	Intro to Anatomy &	30	3.00	0	0	0	30	3.00
MAS102	Swedish Massage	5	.50	35	1.75	0	40	2.25
MAS103	Ethics	10	1.00	0	0	0	10	1.00
<b>PRE-REQUISITES</b>								
MAS104	Anatomy	40	4.00	0	0	0	40	4.00
MAS105	Practical Anatomy	5	.50	35	1.75	0	40	2.25
MAS106	Dynamic Practicum	0	0	20	1.00	0	20	1.00
MAS107	Kinesiology	30	3.00	10	.50	0	40	3.50
MAS108	Sports Massage	5	.50	15	.75	0	20	1.25
MAS109	Shiatsu	5	.50	15	.75	0	20	1.25
MAS110	Pathology for the Massage Therapist	35	3.50	5	.25	0	40	3.75
MAS111	Passive Joint	5	.50	15	.75	0	20	1.25
MAS112	Deep Tissue	10	1.00	30	1.5	0	40	2.50
MAS113	Massage Therapy: Communication & Law	20	2.00	0	0	0	20	2.00
MAS114	Prenatal & Pediatric	5	.50	15	.75	0	20	1.25
MAS115	Business Management	15	1.50	5	.25	0	20	1.75
MAS116	Acupressure	4	.40	16	.80	0	20	1.20
MAS117	CPR/First Aid	3	.30	5	.25	0	8	.55
MAS118	Chair Massage	2	.20	10	.50	0	12	.70
MAS119	Reflexology	5	.50	15	.75	0	20	1.25
MAS120	Aromatherapy &	15	1.50	25	1.25	0	40	2.75
MAS121	Physiology	35	3.50	5	.25	0	40	3.75
<b>CLINICAL PRACTICE</b>								
MCI001	Clinical Internship	0	0	0	0	140	140	4.66
<b>TOTAL</b>		<b>324</b>	<b>32.40</b>	<b>276</b>	<b>13.90</b>	<b>140</b>	<b>740</b>	<b>50</b>

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# Medical Assisting

**760 Hours/34 Weeks/51 Quarter Credits**



Medical assistants help doctors examine and treat patients, perform routine tasks, and keep the medical office running smoothly.

Duties vary from office to office, but normally include taking vital signs and information, taking medical histories, preparing patients for examinations, and assisting during the appointment.

Medical assistants may also take blood, give injections, take EKGs, remove sutures, collect and prepare laboratory specimens, instruct patients on special diets and medications, and sterilize medical instruments.

A medical assistant's job duties vary from day to day with each patient that comes into the office.

## **Objective:**

The Medical Assisting program is designed to prepare students to function competently in an entry-level position in a variety of medical settings. The program will include current medical information, demonstrations and practice of administrative, clinical and laboratory skills.

## **Occupations:**

Medical Assistant 31-9092.00, Medical Records and Health Information Technician 29-2071.00, Medical Secretary 43-6013.00, Receptionist and Information Clerk 43-4171.00

## **Training Program:**

The training program is divided into seven learning units called modules. Students must complete Strategies for Success and modules A through G, starting with any module and continuing in any sequence until all seven are completed. Modules A through G stand alone and are not dependant upon previous training. Upon successful completion of Strategies for Success and all modules, students will participate in a 160-hour externship.

## **Medical Assisting Course Descriptions:**

**Strategies for Success Course SFS001** Strategies for Success is an introductory course that is a prerequisite for all students to successfully complete prior to beginning their subject matter course. Strategies for Success is designed to prepare students with basic skills to be successful in school, career, and life by emphasizing flexibility, critical thinking, creativity/innovation, resiliency, accountability, and leadership. In addition to life strategy skills the students will be introduced to other strategies to provide a solid foundation for success including Time Management Strategies, Study Skills, Test Taking Strategies, Learning Styles Assessment, and Basic Math/English resources.

### **Medical Office Communications MOC101, MOC102**

Students will learn and demonstrate basic administrative skills used in the medical office setting and be able to demonstrate how to schedule appointments, to communicate over the phone, and to handle difficult patients. Students will be able to describe qualifications for success, to identify medical, legal and ethical boundaries, to demonstrate proper telephone techniques, to schedule and manage

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## Section E-2

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### Medical Assisting Course Descriptions

appointments and to perform the functions of medical office record keeping. Students also practice keyboarding to improve speed and accuracy.

#### **Insurance Coding INC101, INC102**

Students will learn about the different insurance available to patients, and be able to recognize when to use each of them. Students will learn and demonstrate how to process insurance forms, to use insurance coding, and to perform bookkeeping skills. Students will be able to classify insurance providers in the following groups: individual, hospital, medical, surgical, outpatient, major medical, dental and special risk insurance. Students will define insurance terms such as carrier, provider, coverage, subscriber, contract, premium, deductible, UCR fees, coinsurance and copayments. Students will be able to describe the process of insurance plans such as HMO, PPO, IPA, CHAMPUS and CHAMPVA. Students will perform insurance coding using CPT-4 and ICD-9-CM coding books.

#### **Pharmacology/Nutrition PHN101, PHN102**

Students will be introduced to administering medications to a patient in a medical practice setting. Classes and uses of injections, oral medications and critical doses of medications will be covered. Students will be able to define pharmacology, list guidelines for administering and recording medications, describe the routes of medication administration, classify medications and their uses, list pharmacology abbreviations, convert mathematical doses, identify major nutrients, vitamins and minerals, list formulas and programs for weight loss, describe diseases caused from nutrition, and perform medication administrations.

#### **Anatomy/Physiology ANP101, ANP102**

The student will learn and be able to identify the ten body systems and their structures and functions, as well as common diseases and treatments for the related body systems. Students will identify anatomical positions and points of reference on the human body; locate the four body cavities; name, locate and describe the functions of the ten major body systems. Students will be able to name, locate, and describe the functions of the major organs within the body systems and describe diseases and treatments related to the ten body systems. Students will be able to describe health education material for preventing diseases in the body systems.

#### **Medical Office Emergency Procedures MOE101, MOE102**

Students will learn to distinguish an emergency from a non-emergency situation and act quickly when required. Students will learn and demonstrate the principles of assessment and triage and will learn how to use emergency equipment. Students will demonstrate how to develop a plan for emergencies and how to access community resources in dealing with emergencies. Students will also learn how to answer patient questions regarding diagnosis and treatment methods. Students will demonstrate knowledge of the uses of x-ray, ultrasound and fluoroscopy equipment and other tests and modalities used to serve the patient. Students will demonstrate how to prepare and maintain examination and treatment areas and assist with patient examination procedures and treatments.

#### **Electrocardiography/Hematology EKG101, EKG102**

Students will be able to describe the reasons an EKG is performed and be able to perform a routine 12-lead EKG. Students will learn the components of blood; describe the basic blood testing procedures and their purposes; be able to define and demonstrate aseptic techniques and universal precautions; take vital signs and blood pressures; and perform invasive procedures. Students will be able to define hematology and its major components, functions, disease disorders and basic tests.

#### **Microbiology/Patient Preparation MPP101, MPP102**

Students will learn and demonstrate the methods of infection control, universal precautions and sterilization techniques. Students will learn the role of microorganisms in causing disease and have a basic understanding of bacterial growth, cultures and specimen collection. Students will learn how to prevent spreading of disease-causing microorganisms and will demonstrate aseptic techniques. Students will demonstrate how to assist in minor in-office surgeries, including patient preparation, and be able to list basic medical instruments and their uses in the office. Students will learn and demonstrate

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**Section E-3**

## Medical Assisting Course Descriptions

how to position patients for exams and how to perform injections, anthropometric measurements, and vital signs.

### **Externship MAE101**

Students will use the skills and knowledge they have acquired throughout the program and work at an off-site medical facility to gain additional experience.

<b>Course Code</b>	<b>Course Title</b>	<b>Lecture Hours</b>	<b>Lecture Credits</b>	<b>Lab Hours</b>	<b>Lab Credits</b>	<b>Extern Hours</b>	<b>Total Hours</b>	<b>Total Credits</b>
<b>PRE-REQUISITE</b>								
SFS001	Strategies for Success	40	4.00	0	0	0	40	4.00
<b>MODULE A</b>								
MOC101	Medical Office Communications-Unit 1	20	2.00	20	1.00	0	40	3.00
MOC102	Medical Office Communications-Unit 2	20	2.00	20	1.00	0	40	3.00
<b>MODULE B</b>								
INC101	Insurance Coding-Unit 1	20	2.00	20	1.00	0	40	3.00
INC102	Insurance Coding-Unit 2	20	2.00	20	1.00	0	40	3.00
<b>MODULE C</b>								
PHN101	Pharmacology/Nutrition-Unit 1	20	2.00	20	1.00	0	40	3.00
PHN102	Pharmacology/Nutrition-Unit 2	20	2.00	20	1.00	0	40	3.00
<b>MODULE D</b>								
ANP101	Anatomy/Physiology-Unit 1	20	2.00	20	1.00	0	40	3.00
ANP102	Anatomy/Physiology-Unit 2	20	2.00	20	1.00	0	40	3.00
<b>MODULE E</b>								
MOE101	Medical Office Emergency Pro.-Unit 1	20	2.00	20	1.00	0	40	3.00
MOE102	Medical Office Emergency Pro.-Unit 2	20	2.00	20	1.00	0	40	3.00
<b>MODULE F</b>								
EKG101	Electrocardiography/Hematology-Unit 1	20	2.00	20	1.00	0	40	3.00
EKG102	Electrocardiography/Hematology-Unit 2	20	2.00	20	1.00	0	40	3.00
<b>MODULE G</b>								
MPP101	Microbiology/Patient Prep-Unit 1	20	2.00	20	1.00	0	40	3.00
MPP102	Microbiology/Patient Prep-Unit 2	20	2.00	20	1.00	0	40	3.00
MAE101	Externship	0	0	0	09	160	160	5.33
<b>TOTAL</b>		<b>320</b>	<b>32.00</b>	<b>280</b>	<b>14.00</b>	<b>160</b>	<b>760</b>	<b>51</b>

# CATALOG INSERT

Effective: September 2012

**MILAN INSTITUTE**

2822 F. Street

Bakersfield, CA 93301

P: (661) 335-5900 F: (661) 335-5939

[www.milaninstitute.edu](http://www.milaninstitute.edu)

<b>CLASS START CALENDAR</b>										
2012	Cosmetology - Day (Sat., Mon., Tues.)	Cosmetology - Day (Wed., Thurs., Fri.)	Cosmetology - Evening (Mon - Fri)	Esthetician - Day (Thurs., Fri., Sat.)	Medical Assisting- Day (Mon.-Thurs.)	Manicurist - Day (Sat., Mon., Tues.)	Manicurist - Day (Mon.-Wed.)	Manicurist - Day (Thurs., Fri., Sat.)	Massage Therapy - Day (Mon. - Thurs.)	Massage Therapy - Evening (Mon. - Thurs.)
January	01/21/12	01/11/12	01/03/12	01/26/12					01/18/12	No Start
February	02/04/12	02/08/12 02/22/12	02/13/12	No Start					02/15/12	02/02/12
March	03/03/12 03/17/12	03/21/12	03/05/12	03/01/12					03/15/12	03/12/12
April	04/14/12	04/04/12	04/16/12	04/05/12					04/12/12	04/16/12
May	05/26/12	05/02/12 05/16/12	05/07/12	05/10/12					05/10/12	05/21/12
June	06/09/12	06/13/12 06/27/12	06/18/12	06/14/12		06/30/12	06/25/12	06/28/12	06/11/12	06/26/12
July	07/14/12 07/28/12	No Start	07/16/12	07/26/12		07/28/12	07/23/12	07/26/12	07/16/12	No Start
August	08/25/12	08/01/12 08/15/12	08/27/12	08/30/12		08/18/12	08/13/12	08/16/12	08/13/12	08/07/12
September	09/08/12 09/17/11	09/12/12 09/26/12	09/17/12	No Start	09/11/12	09/15/12	09/10/12	09/13/12	09/11/12	09/12/12
October	10/06/12 10/20/12	10/24/12	10/29/12	10/04/12	10/09/12	10/13/12	10/08/12	10/11/12	10/09/12	10/17/12
November	11/17/12	11/07/12	11/19/12	11/08/12	11/06/12	11/10/12	11/05/12	11/08/12	11/06/12	11/21/12
December	12/08/12	12/12/12	No Start	12/20/12	12/05/12	12/15/12	12/10/12	12/13/12	12/05/12	No Start

## CATALOG INSERT

Effective: September 2012

### MILAN INSTITUTE

2822 F. Street

Bakersfield, CA 93301

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[www.milaninstitute.edu](http://www.milaninstitute.edu)

#### 2012 STUDENT HOLIDAY CALENDAR

New Year's Day - CLOSED	1/1/2012
New Year's Day (observed) - CLOSED	1/2/2012
Martin Luther King, Jr. Day -	1/16/2012
President's Day - CLOSED	2/20/2012
Memorial Day - CLOSED	5/28/2012
Summer Break	7/1/2012 - 7/7/2012
Independence Day - CLOSED	7/4/2012
Labor Day - CLOSED	9/3/2012
Thanksgiving - CLOSED	11/22/2012 - 11/25/2012
Winter Break - (students only)	12/23/2012 - 12/31/2012
Christmas Day - CLOSED	12/25/2012

*\*\*If classes are cancelled due to extenuating circumstances, notification will be announced through the local media and a message will be placed on the school's phone system.*

**MILAN INSTITUTE - BAKERSFIELD, CA**

**Schedule of Tuition and Costs**

**CATALOG INSERT**

All programs courses are taught at 2822 F. Street, Bakersfield, CA

Day Program	Effective Date	Registration Fee	Student Tuition Recovery Fund (STRF)	Books & Supplies with Tax	State Board Exam Kit	Tuition 1st Academic Year	Tuition 2nd Academic Year	TOTAL COST	
<b>Cosmetology</b>	7/1/2012	\$100.00	\$47.50	\$2,535.81	\$125.00	\$9,098.34	\$7,076.48	<b>\$18,983.13</b>	
Evening Program	Effective Date	Registration Fee	Student Tuition Recovery Fund (STRF)	Books & Supplies with Tax	State Board Exam Kit	Tuition 1st Academic Year	Tuition 2nd Academic Year	TOTAL COST	
<b>Cosmetology</b>	7/1/2012	\$100.00	\$47.50	\$2,578.03	\$125.00	\$9,098.34	\$7,076.48	<b>\$19,025.35</b>	
Program	Effective Date	Registration Fee	Student Tuition Recovery Fund (STRF)	Books with Tax	Supplies with Tax	State Board Exam Kit	Tuition 1st Payment Period	Tuition 2nd Payment Period	TOTAL COST
<b>Esthetician</b>	7/1/2012	\$100.00	\$25.00	\$769.05	\$902.29	\$95.00	\$3,827.52	\$3,827.52	<b>\$9,546.38</b>
Program	Effective Date	Registration Fee	Student Tuition Recovery Fund (STRF)	Books with Tax	Supplies with Tax	State Board Exam Kit	Tuition 1st Payment Period	TOTAL COST	
<b>Manicurist</b>	7/1/2012	\$100.00	\$10.00	\$664.48	\$793.94	\$45.00	\$2,365.00	<b>\$3,978.42</b>	
Program	Effective Date	Registration Fee	Student Tuition Recovery Fund (STRF)	Books with Tax	Table Pkg w/ Tax	CPR/First Aid Fee	Tuition 1st Payment Period	Tuition 2nd Payment Period	TOTAL COST
<b>Massage Therapy</b>	7/1/2012	\$100.00	\$32.50	\$910.67	\$335.16	\$50.00	\$5,531.97	\$5,839.31	<b>\$12,799.61</b>
Program	Effective Date	Registration Fee	Student Tuition Recovery Fund (STRF)	Books with Tax	Lab Fee	CPR/First Aid Fee	Tuition 1st Payment	Tuition 2nd Payment	TOTAL COST
<b>Medical Assisting</b>	9/21/2012	\$100.00	\$32.50	\$1,203.13	\$69.00	\$50.00	\$5,567.85	\$6,186.49	<b>\$13,208.97</b>

**Additional Cost Disclosures:**

**Massage Therapy Students** will be responsible for upkeep and maintenance of their tables and sheets for class use. Massage Therapy Students will receive sample oils upon enrollment, but will be responsible for obtaining additional oils and lotions as needed.

**Externship Students** will be responsible for their own transportation to and from the externship sites. Student cost may vary due to location of externship site and student's choice of transportation.

**Book Costs** - Program costs are subject to increase or decrease due to publisher's book pricing or upgrade of the books used in the program. You will only be charged for the books you receive.

**Cosmetology and Esthetician Programs - Extended Contract Period:** If the program is not completed by the contract end date on the enrollment agreement, a fee of \$9.00 will be charged per scheduled hours remaining after the contract end date. The additional fee may be waived only with the written consent of the School upon demonstration of circumstance warranting such a waiver.

**Student Tuition Recovery Fund (STRF)**

You must pay the state-imposed assessment for the Student Tuition Recovery Fund (STRF) if all of the following applies to you:

1. You are a student in an educational program, who is a California resident, or are enrolled in a residency program, and prepay all or part of your tuition either by cash, guaranteed student loans, or personal loans, and
2. Your total charges are not paid by any third-party payer such as an employer, government program or other payer unless you have a separate agreement to repay the third party.

You are not eligible for protection from the STRF and you are not required to pay the STRF assessment, if either of the following

1. You are not a California resident, or are not enrolled in a residency program, or
2. Your total charges are paid by a third party, such as an employer, government program or other payer, and you have no separate agreement to repay the third party.

The State of California created the Student Tuition Recovery Fund (STRF) to relieve or mitigate economic losses suffered by students in educational programs who are California residents, or are enrolled in residency programs attending certain schools regulated by the Bureau for Private Postsecondary Education. You may be eligible for STRF if you are a California resident, prepaid tuition, paid the STRF assessment, and suffered an economic loss as a result of any of the following:

1. The school closed before the course of instruction was completed.
2. The school's failure to pay refunds or charges on behalf of a student to a third party for license fees or any other purpose, or to provide equipment or materials for which a charge was collected within 180 days before the closure of the school.
3. The school's failure to pay or reimburse loan proceeds under a federally guaranteed student loan program as required by law or to pay or reimburse proceeds received by the school prior to closure in excess of tuition and other cost.
4. There was a material failure to comply with the Act or this Division within 30 days before the school closed or, if the material failure began earlier than 30 days prior to closure, the period determined by the Bureau.
5. An inability after diligent efforts to prosecute, prove, and collect on a judgment against the institution for a violation of the Act.

However, no claim can be paid to any student without a social security number or a taxpayer identification number. Note: Authority cited: Sections 94803, 94877 and 94923, Education Code. Reference: Section 94923, Education Code.

## Catalog Staff Insert

**MILAN INSTITUTE**

**2822 "F" Street, Bakersfield, CA 93301**

**P: (661) 335-5900**

**F: (661) 335-5939**

Effective: November 2012

[WWW.MILANINSTITUTE.EDU](http://WWW.MILANINSTITUTE.EDU)

### Administration

Main Campus School Director	Doretta Gutierrez	Education Finance Advisor	Candie Cardona
Branch Campus School Director	Natalie Erickson	Career Services Coordinator	Melissa Juarez
Dean of Education	OPEN	Registrar	OPEN
Admission Representative	Renee Nelson	Registrar Assistant	Yvette Bernal
Admission Representative	Megan Pace	Customer Service Specialist	Halie Hanich
Admission Representative	Jaimi Yasuda	Customer Service Specialist	Coral Galaz
Admission Representative	Jamie McKnight	Customer Service Specialist	Kelly Garza
Education Finance Advisor	JulieAnna Juarez	Customer Service Specialist	Sarah Killian
Education Finance Advisor	Veronica Villarreal	Customer Service Specialist	Stacey Pharris

### Faculty

#### Massage Therapy Programs

Instructor	Rebecca Moore	California Certified Massage Therapist - Massage Therapist since 2006
Instructor	Mario Garza	California Certified Massage Therapist - CPR Certified - Massage Therapist since 2000
Instructor	Larry Lang	California Certified Massage Therapist - Reiki Practitioner - Massage Therapist since 1992
Instructor	Fidel Recio	California Certified Massage Therapist - Massage Therapist since 2003

#### Cosmetology, Esthetician, and Manicuring Programs

Salon Coordinator	Bobby Bullard	California Licensed Cosmetologist - 31 years experience in the Cosmetology Industry
Instructor	Amber Robideaux	California Licensed Cosmetologist - 8 years experience in the Cosmetology Industry
Instructor	Jessica Arevalo	California Licensed Cosmetologist - 17 years experience in the Cosmetology Industry
Instructor	Kristin Cobb	California Licensed Cosmetologist - 26 years experience in the Cosmetology Industry
Instructor	Stephanie Brown	California Licensed Cosmetologist - 8 years experience in the Cosmetology Industry
Instructor	Adriana Ortiz	California Licensed Cosmetologist - 5 years experience in the Cosmetology Industry
Instructor	Jennifer Christiansen	California Licensed Cosmetologist - 9 years experience in the Cosmetology Industry
Instructor	Melissa Knight	California Licensed Cosmetologist - 6 years experience in the Cosmetology Industry
Instructor	Dalonna Etheredge	California Licensed Cosmetologist - 18 years experience in the Cosmetology Industry
Instructor	Marianne Duncan	California Licensed Cosmetologist - 23 years experience in the Cosmetology Industry
Instructor	Rhonda Ward	California Licensed Cosmetologist - 32 years experience in the Cosmetology Industry
Instructor	Tami Valenzuela	California Licensed Cosmetologist - 26 years experience in the Cosmetology Industry
Instructor	Rena Bonales	California Licensed Cosmetologist - 10 years experience in the Cosmetology Industry
Instructor	Saffron Villaryo	California Licensed Cosmetologist - 4 years experience in the Cosmetology Industry
Instructor	Sabrina Hererra	California Licensed Cosmetologist - 7 years experience in the Cosmetology Industry
Instructor	Aundrea Wagner	California Licensed Cosmetologist - 15 years experience in the Cosmetology Industry

#### Medical Assisting Programs

Instructor	Natasha Wimberly	Certified Medical Assistant- 9 years experience in the Medical Assisting Industry
Instructor	David Welch	7 years experience in the Medical Assisting Industry

# ADMINISTRATIVE MEDICAL ASSISTANT

OPEID 034223

CIP CODE 51.0716

CREDENTIAL LEVEL – 01 Certificate of Completion  
CALIFORNIA

## Campus Location

- MI Clovis
- MI Bakersfield

## Tuition & Fees

\$12,153.49  
n/a

## Books & Supplies

\$1,356.23  
n/a

## On Time Graduation Rate 7/1/2011-6/30/2012

n/a%

*Based on the number of students that completed the program during the most recently completed award year for which information is available divided by the number of students within normal time.*

## Accreditation Placement Rate

*Based in the formula used by the accrediting agency by program as reported on the last annual report*

- MI Clovis
- MI Bakersfield

n/a%  
n/a%

## State Placement Rate

*Based on the formula used by the state agency by program as reported on the last annual report.*

- MI Clovis
- MI Bakersfield

n/a%  
n/a%

## Median Loan Debt

*Title IV*

\$7,200.00

*Private Education Loans*

\$0.00

*Institutional Finance Plans*

\$0.00

Common Occupations	Standard Occupational Code	Summary of Standard Occupational Code Website Address
Medical Admin Assistant Medical Records and Health Info Tech	29-2071.00	<a href="http://www.onetonline.org/link/summary/29-2071.00">http://www.onetonline.org/link/summary/29-2071.00</a>
Medical Secretary	43-6013.00	<a href="http://www.onetonline.org/link/summary/43-6013.00">http://www.onetonline.org/link/summary/43-6013.00</a>
Bill and Account Collectors	43-3011.00	<a href="http://www.onetonline.org/link/summary/43-3011.00">http://www.onetonline.org/link/summary/43-3011.00</a>
Executive Secretary	43-6011.00	<a href="http://www.onetonline.org/link/summary/43-6011.00">http://www.onetonline.org/link/summary/43-6011.00</a>
Receptionist and Info Clerk	43-4171.00	<a href="http://www.onetonline.org/link/summary/43-4171.00">http://www.onetonline.org/link/summary/43-4171.00</a>
General Office Clerk	43-9061.00	<a href="http://www.onetonline.org/link/summary/43-9061.00">http://www.onetonline.org/link/summary/43-9061.00</a>

REVISED 11/1/12

# COSMETOLOGY

OPEID 034223

CIP CODE 12.0401

## CREDENTIAL LEVEL – 01 Certificate of Completion CALIFORNIA

Campus Location	Tuition & Fees	Books & Supplies
• MI Clovis	\$16,322.32	\$2,720.46
• MI Bakersfield	\$16,322.32	\$2,703.03

**On Time Graduation Rate 7/1/2011-6/30/2012** 50.56%

*Based on the number of students that completed the program during the most recently completed award year for which information is available divided by the number of students within normal time.*

### Accreditation Placement Rate

*Based in the formula used by the accrediting agency by program as reported on the last annual report*

• MI Clovis	89.01%
• MI Bakersfield	100.00%

### State Placement Rate

*Based on the formula used by the state agency by program as reported on the last annual report.*

• MI Clovis	53.23%
• MI Bakersfield	42.50%

### Median Loan Debt

<i>Title IV</i>	\$8,166.00
<i>Private Education Loans</i>	\$0.00
<i>Institutional Finance Plans</i>	\$0.00

Common Occupations	Standard Occupational Code	Summary of Standard Occupational Code Website Address
Cosmetologist, Hairstylist, Barber Stylist, Manager Stylist	39-5012.00	<a href="http://www.oneonline.org/link/summary/39-5012.00">http://www.oneonline.org/link/summary/39-5012.00</a>
Manicurist, Pedicurist, Nail Technician	39-5092.00	<a href="http://www.oneonline.org/link/summary/39-5092.00">http://www.oneonline.org/link/summary/39-5092.00</a>

REVISED 11/1/12

**ESTHETICIAN**  
**OPEID 034223**  
**CIP CODE 12.0409**  
**CREDENTIAL LEVEL – 01 Certificate of Completion**  
**CALIFORNIA**

Campus Location	Tuition & Fees	Books & Supplies
MI Clovis	\$7,780.04	\$1,777.64
MI Bakersfield	\$7,780.04	\$1,766.34

**On Time Graduation Rate 7/1/2011-6/30/2012** 71.88%

*Based on the number of students that completed the program during the most recently completed award year for which information is available divided by the number of students within normal time.*

**Accreditation Placement Rate**

*Based in the formula used by the accrediting agency by program as reported on the last annual report*

MI Clovis	92.31%
MI Bakersfield	n/a%

**State Placement Rate**

*Based on the formula used by the state agency by program as reported on the last annual report.*

MI Clovis	42.86%
MI Bakersfield	20.00%

**Median Loan Debt**

<i>Title IV</i>	\$5,979.00
<i>Private Education Loans</i>	\$0.00
<i>Institutional Finance Plans</i>	\$0.00

Common Occupations	Standard Occupational Code	Summary of Standard Occupational Code Website Address
Esthetician Aesthetician Skin Care Specialist Skin Care Therapist Spa Technician Facialist Medical Esthetician Nurse Esthetician Skin Care Technician	39-5012.00	<a href="http://www.onetonline.org/link/summary/39-5012.00">http://www.onetonline.org/link/summary/39-5012.00</a>

**REVISED 11/1/12**

# MANICURIST

OPEID 034223

CIP CODE 12.0410

## CREDENTIAL LEVEL – 01 Certificate of Completion CALIFORNIA

Campus Location	Tuition & Fees	Books & Supplies
• MI Clovis	\$2,475.00	\$1,510.28
• MI Bakersfield	\$2,465.00	\$1,503.42

### On Time Graduation Rate 7/1/2011-6/30/2012

n/a %

*Based on the number of students that completed the program during the most recently completed award year for which information is available divided by the number of students within normal time.*

### Accreditation Placement Rate

*Based in the formula used by the accrediting agency by program as reported on the last annual report*

- MI Clovis n/a %
- MI Bakersfield n/a %

### State Placement Rate

*Based on the formula used by the state agency by program as reported on the last annual report.*

- MI Clovis n/a %
- MI Bakersfield n/a %

### Median Loan Debt

<i>Title IV</i>	\$0.00
<i>Private Education Loans</i>	\$0.00
<i>Institutional Finance Plans</i>	\$0.00

Common Occupations	Standard Occupational Code	Summary of Standard Occupational Code Website Address
Manicurist, Pedicurist, Nail Technician	39-5092.00	<a href="http://www.onetonline.org/link/summary/39-5092.00">http://www.onetonline.org/link/summary/39-5092.00</a>

REVISED 11/1/12

# MASSAGE THERAPY

OPEID -034223

CIP CODE 51.3501

CREDENTIAL LEVEL – 01 Certificate of Completion  
CALIFORNIA

Campus Location	Tuition & Fees	Books & Supplies
MI Clovis	\$11,553.78	\$1,233.74
MI Bakersfield	\$11,553.78	\$1,245.83

## On Time Graduation Rate 7/1/2011-6/30/2012

51.56%

*Based on the number of students that completed the program during the most recently completed award year for which information is available divided by the number of students within normal time.*

## Accreditation Placement Rate

*Based in the formula used by the accrediting agency by program as reported on the last annual report*

MI Clovis	100%
MI Bakersfield	88.24%

## State Placement Rate

*Based on the formula used by the state agency by program as reported on the last annual report.*

MI Clovis	100%
MI Bakersfield	21.43%

## Median Loan Debt

Title IV	\$6,517.00
Private Education Loans	\$0.00
Institutional Finance Plans	\$0.00

Common Occupations	Standard Occupational Code	Summary of Standard Occupational Code Website Address
Massage Therapist Licensed Massage Therapist Certified Massage Therapist (CMT) Licensed Massage Practitioner Registered Massage Therapist Bodywork Therapist Therapeutic Massage Technician	39-5012.00	<a href="http://www.oneonline.org/link/summary/39-5012.00">http://www.oneonline.org/link/summary/39-5012.00</a>

REVISED 11/1/12

# MEDICAL ASSISTANT

OPEID 034223

CIP CODE 51.0801

CREDENTIAL LEVEL – 01 Certificate of Completion  
CALIFORNIA

Campus Location	Tuition & Fees	Books & Supplies
MI Clovis	\$12,005.84	\$1,211.26
MI Bakersfield	\$12,505.84	\$1,203.13

**On Time Graduation Rate 7/1/2011-6/30/2012** 7.41%

*Based on the number of students that completed the program during the most recently completed award year for which information is available divided by the number of students within normal time.*

### Accreditation Placement Rate

*Based in the formula used by the accrediting agency by program as reported on the last annual report*

MI Clovis	90%
MI Bakersfield	n/a%

### State Placement Rate

*Based on the formula used by the state agency by program as reported on the last annual report.*

MI Clovis	0%
MI Bakersfield	n/a%

### Median Loan Debt

<i>Title IV</i>	\$8,907.00
<i>Private Education Loans</i>	\$0.00
<i>Institutional Finance Plans</i>	\$0.00

Common Occupations	Standard Occupational Code	Summary of Standard Occupational Code Website Address
Medical Assistants	31-9092.00	<a href="http://www.onetonline.org/link/summary/31-9092.00">http://www.onetonline.org/link/summary/31-9092.00</a>
Medical Records and Health Info Tech	29-2071.00	<a href="http://www.onetonline.org/link/summary/29-2071.00">http://www.onetonline.org/link/summary/29-2071.00</a>
Medical Secretary	43-6013.00	<a href="http://www.onetonline.org/link/summary/43-6013.00">http://www.onetonline.org/link/summary/43-6013.00</a>
Receptionist and Info Clerk	43-4171.00	<a href="http://www.onetonline.org/link/summary/43-4171.00">http://www.onetonline.org/link/summary/43-4171.00</a>

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